

IC Ticket Report with Category Summary

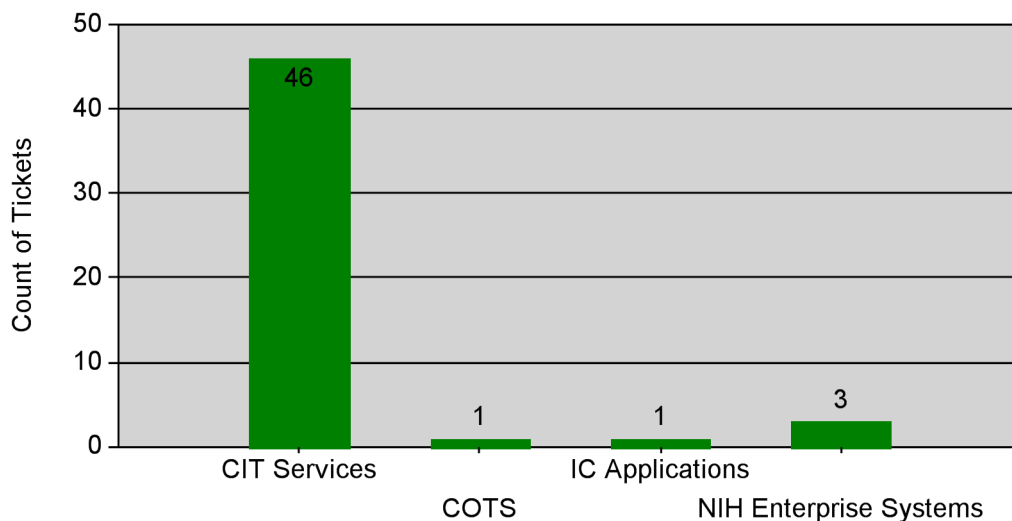


For the period: Wednesday, October 01, 2008 12:00:00 AM to Friday, October 31, 2008 11:59:59 PM

Snapshot Date: 11/1/2008 6:48:01 AM

Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

Tickets By Category Summary



Anonymous	51
CIT Services	46
General Information	46
COTS	1
Hardware	1
IC Applications	1
CC Clinical Applications	1
NIH Enterprise Systems	3
ITAS	3

IC Ticket Report with Category Summary

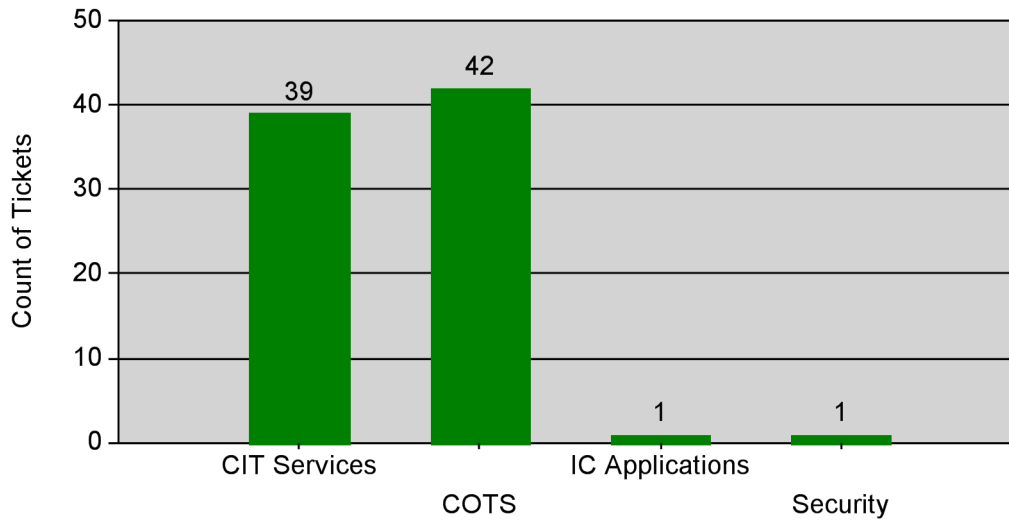


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Tickets By Category Summary



BCRS		83
CIT Services		39
Accounts	22	
Back Office Support	5	
Email	8	
General Information	3	
Wireless Services	1	
COTS		42
Application Support	18	
Hardware	24	
IC Applications		1
CC Clinical Applications-ATV	1	
Security		1
Security	1	

IC Ticket Report with Category Summary

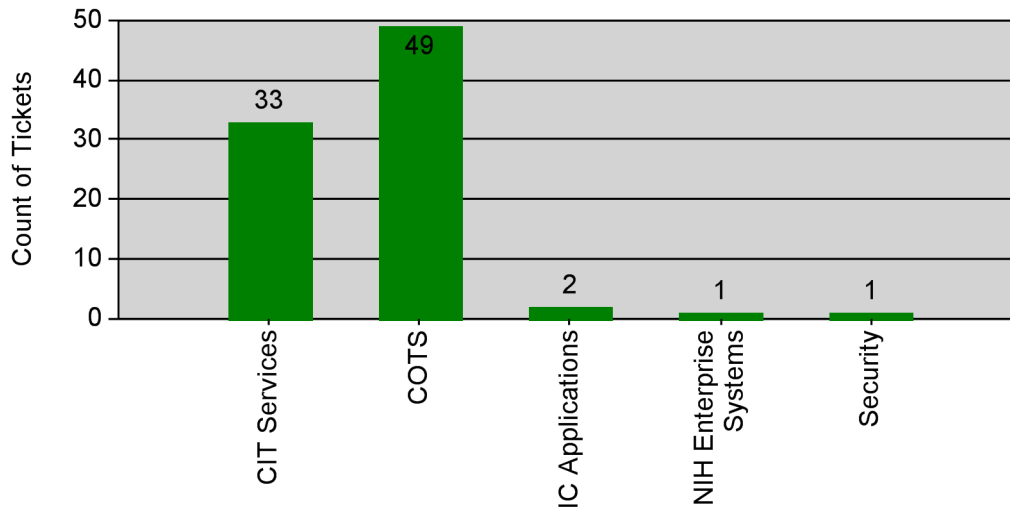


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Tickets By Category Summary



BHPR		86
CIT Services		33
Accounts	12	
Back Office Support	10	
CIT Categories	1	
Email	7	
General Information	1	
Telecommunications	1	
Wireless Services	1	
COTS		49
Application Support	22	
Hardware	27	
IC Applications		2
Local LAN	1	
Web Site Issue (non-CIT)	1	
NIH Enterprise Systems		1
NED	1	

IC Ticket Report with Category Summary



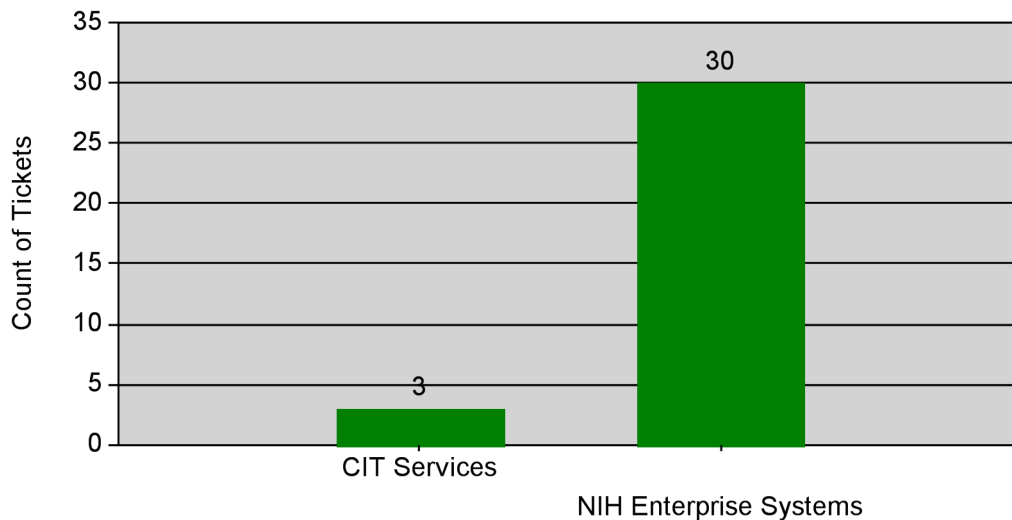
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Security		1
Security		1

Tickets By Category Summary



CBER		33
CIT Services		3
Accounts		1
Video		1
Wireless Services		1
NIH Enterprise Systems		30
ITAS		29
NED		1

IC Ticket Report with Category Summary

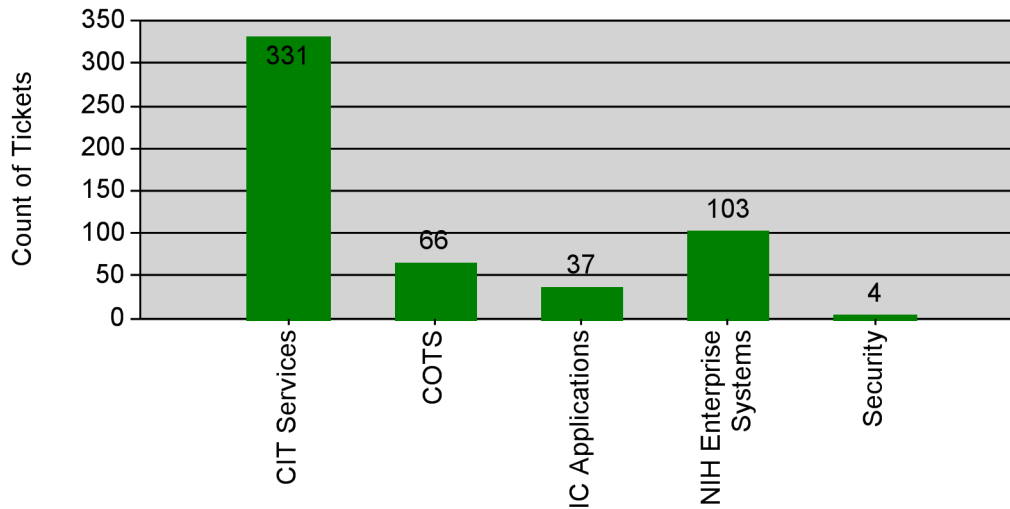


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Tickets By Category Summary



CC		541
CIT Services		331
Accounts	212	
Back Office Support	13	
CIT Categories	2	
Connectivity	13	
Email	14	
General Information	12	
iSDP/Software Distribution	1	
NIHnet	16	
Telecommunications	15	
Training	2	
Video	1	
Wireless Services	30	
COTS		66
Application Support	30	

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Hardware	36	
IC Applications		37
CC Clinical Applications	12	
CC Clinical Applications-ATV	1	
CC Technical Operations	11	
Local LAN	4	
Web Site Issue (non-CIT)	9	
NIH Enterprise Systems		103
ADB	16	
Capital HR Security	2	
Capital HR Technical	1	
eRA-COMMONS	1	
ITAS	9	
NBS-Sandbox	1	
NBS-User Call	35	
NED	36	
NIH Services	2	
Security		4
Security	4	

IC Ticket Report with Category Summary

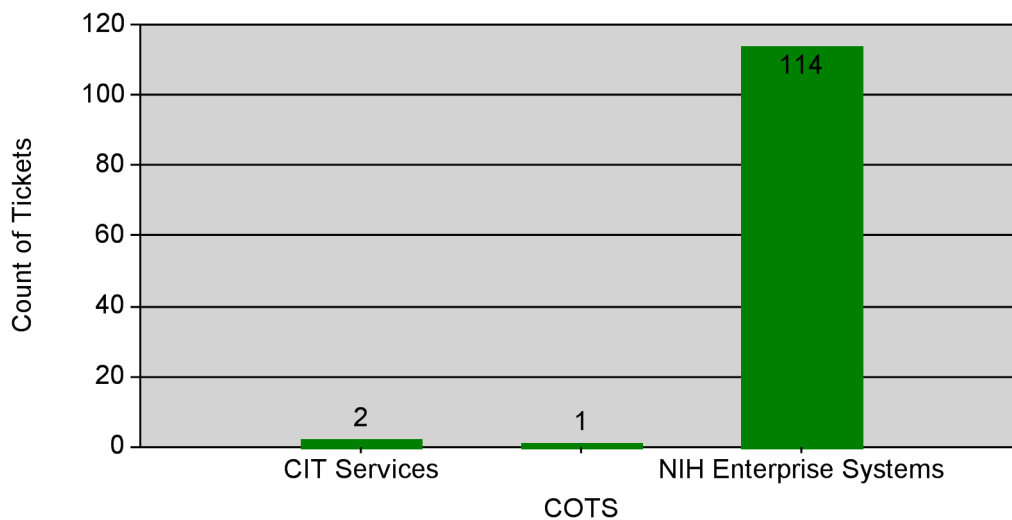


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Tickets By Category Summary



CDER	117
CIT Services	2
CIT Categories Remedy	1
General Information	1
COTS	1
Application Support	1
NIH Enterprise Systems	114
ITAS	114

IC Ticket Report with Category Summary

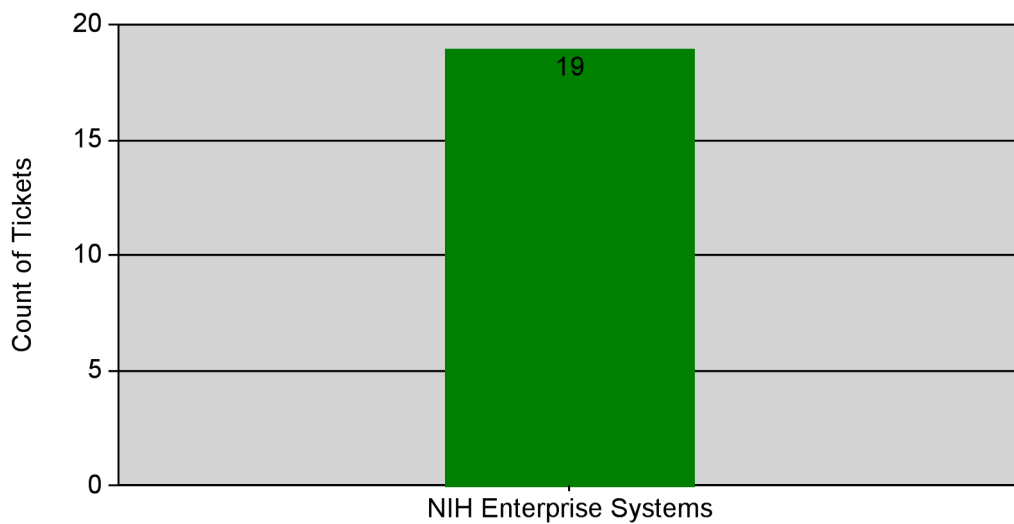


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Tickets By Category Summary



CDRH	19
NIH Enterprise Systems	19
ITAS	19

IC Ticket Report with Category Summary

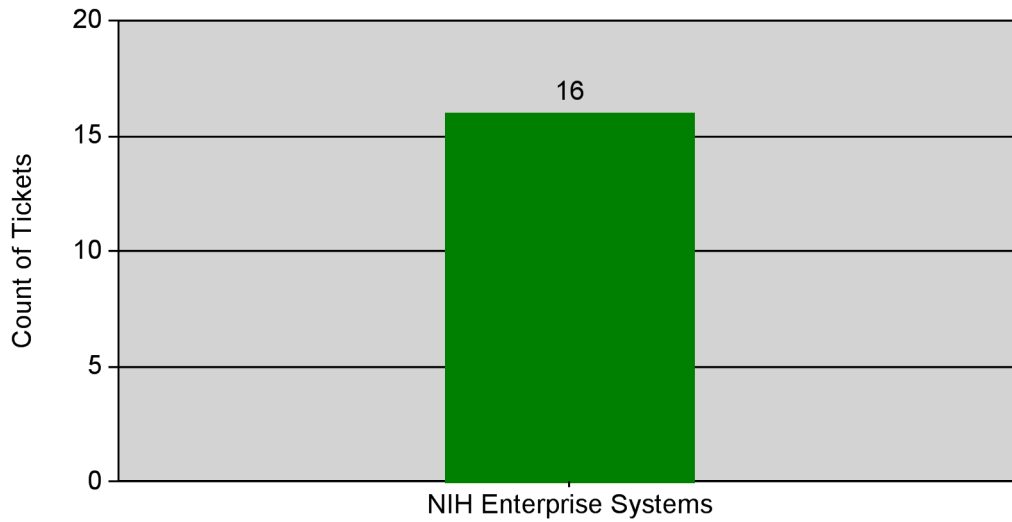


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Tickets By Category Summary



CFSAN	16
NIH Enterprise Systems	16
ITAS	16

IC Ticket Report with Category Summary

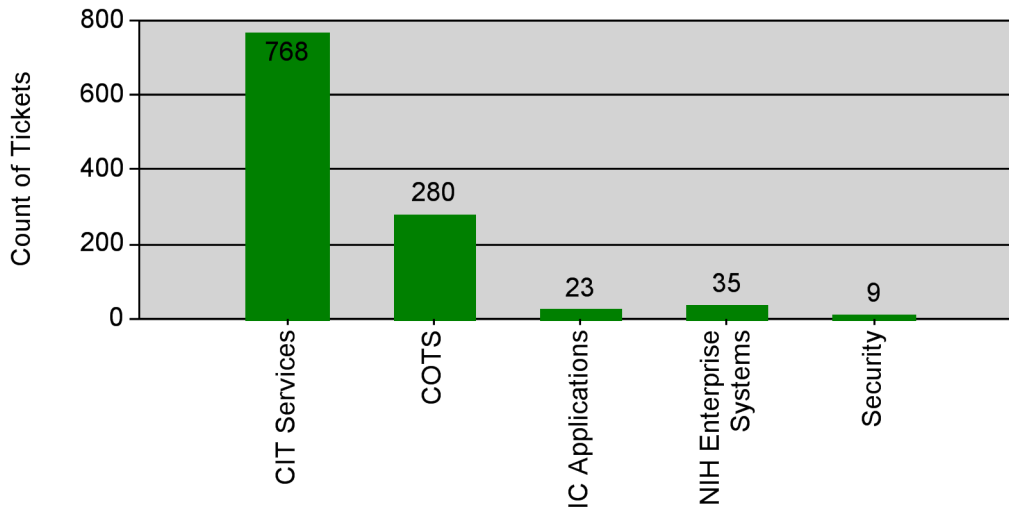


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Tickets By Category Summary



CIT	1115
CIT Services	768
Accounts	208
ASR	1
Back Office Support	40
CIT Categories	3
CIT Categories Aspect	4
CIT Categories Knova	1
CIT Categories Remedy	13
CIT Categories-General Information	2
Conference Room Support-Equipment Setup	2
Conference Room Support-Monitor Conference	1
Conference Room Support-Reserve	1
Connectivity	34
Email	120
General Information	205

IC Ticket Report with Category Summary



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Helix Support	1	
NIHnet	29	
Project Work	1	
Telecommunications	11	
Training	12	
Video	2	
Wireless Services	77	
COTS		280
Application Support	139	
Hardware	141	
IC Applications		23
Local LAN	17	
Web Site Issue (non-CIT)	6	
NIH Enterprise Systems		35
ADB	9	
Capital HR Func App Suppt	2	
eRA-IMPAC II	1	
ITAS	2	
NBS-User Call	6	
NED	8	
NIH Data Warehouse	1	
NIH Services	4	
NVision	2	
Security		9
Security	9	

IC Ticket Report with Category Summary

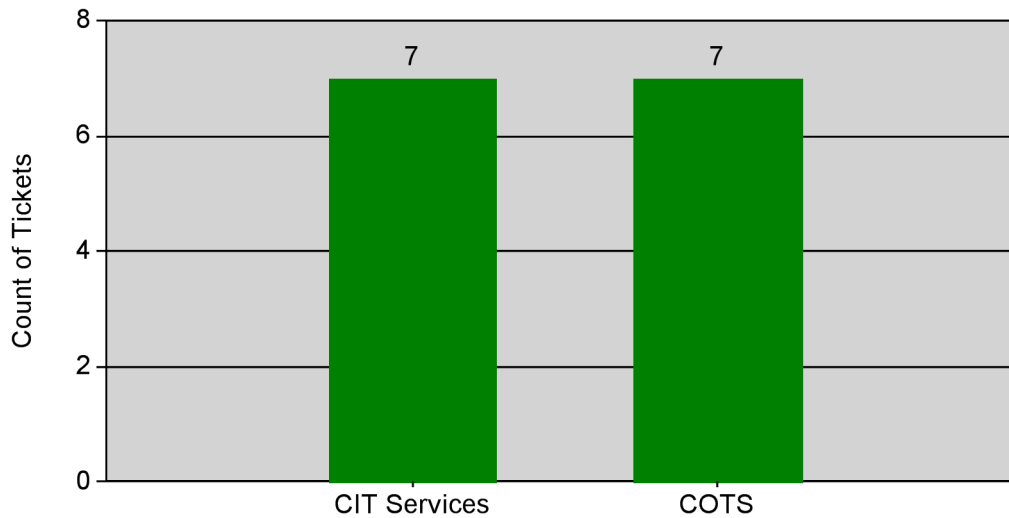


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Tickets By Category Summary



CQ		14
CIT Services		7
Accounts	1	
Back Office Support	1	
Email	5	
COTS		7
Application Support	1	
Hardware	6	

IC Ticket Report with Category Summary

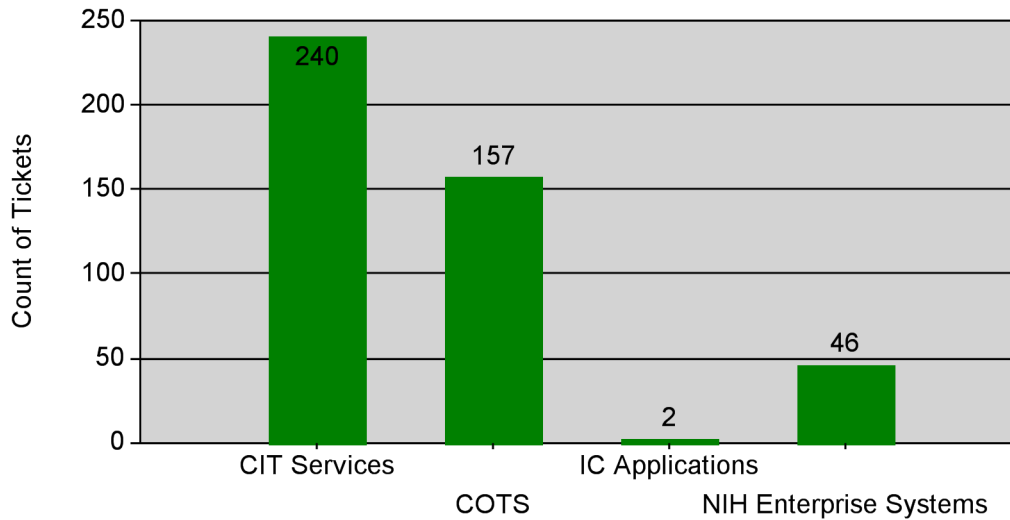


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Tickets By Category Summary



CSR		445
CIT Services		240
Accounts	78	
ASR	1	
Back Office Support	36	
CIT Categories	2	
Conference Room Support-Equipment Setup	14	
Conference Room Support-Reserve	25	
Connectivity	16	
Email	27	
General Information	21	
iSDP/Software Distribution	1	
Telecommunications	5	
Wireless Services	14	
COTS		157
Application Support	67	

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Hardware	90	
IC Applications		2
Web Site Issue (non-CIT)	2	
NIH Enterprise Systems		46
ADB	2	
eRA-COMMONS	9	
eRA-External	1	
eRA-Grants Management	1	
eRA-IMPAC II	4	
eRA-Infrastructure	3	
eRA-Referral and Review	5	
eRA-Reporting	1	
ITAS	3	
NBS-User Call	10	
NED	3	
NIH Data Warehouse	1	
NIH Services	3	

IC Ticket Report with Category Summary

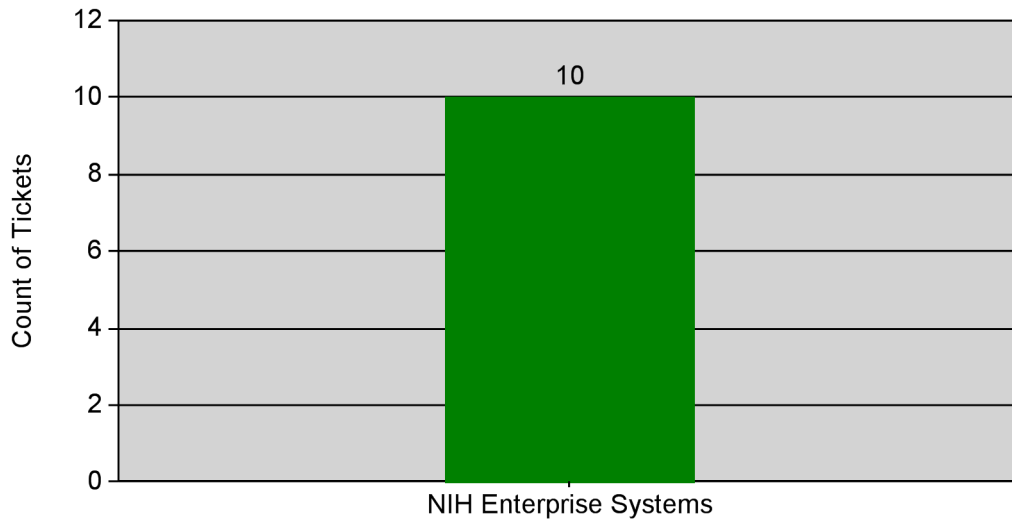


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Tickets By Category Summary



CVM	10
NIH Enterprise Systems	10
ITAS	10

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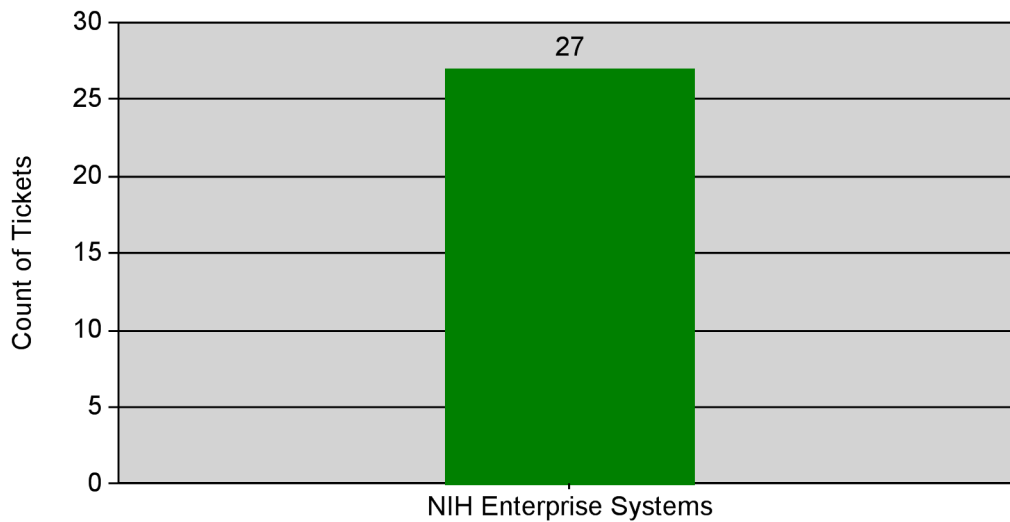


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Tickets By Category Summary



FDA-OC		27
NIH Enterprise Systems		27
ITAS	26	
NED	1	

IC Ticket Report with Category Summary

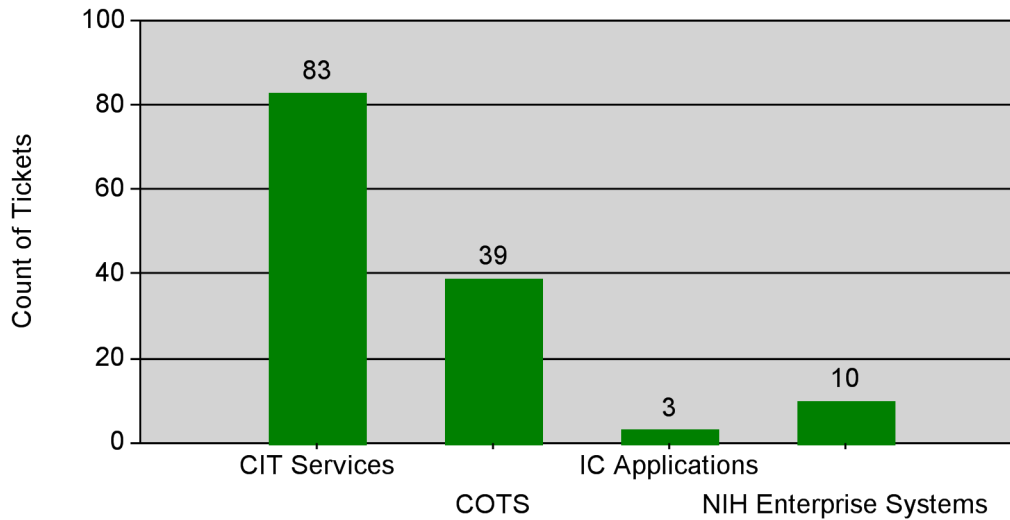


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Tickets By Category Summary



FIC	135
CIT Services	83
Accounts	33
Back Office Support	14
CIT Categories	1
Conference Room Support-Equipment Setup	2
Connectivity	7
Email	8
General Information	7
iSDP/Software Distribution	1
Training	1
Wireless Services	9
COTS	39
Application Support	20
Hardware	19
IC Applications	3
Local LAN	1

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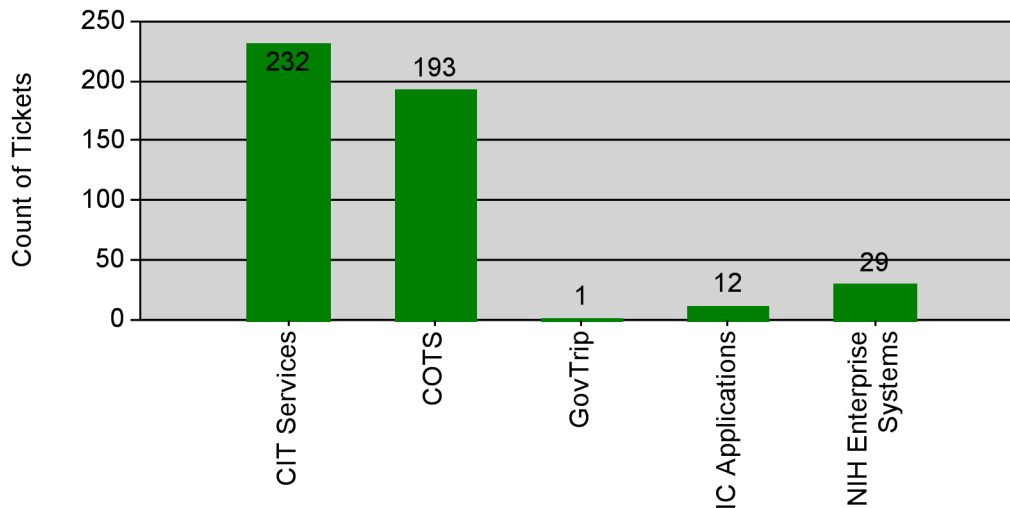
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Web Site Issue (non-CIT) 2

NIH Enterprise Systems 10

ADB 1
eRA-IMPAC II 1
eRA-Reporting 1
NBS-User Call 3
NED 4

Tickets By Category Summary



HHS 467

CIT Services 232

Accounts 98
Back Office Support 37
CIT Categories 3
Conference Room Support-Equipment Setup 1
Connectivity 7
Email 39
General Information 13

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NIHnet	1	
OS/390	2	
Telecommunications	3	
Video	8	
Wireless Services	20	
COTS		193
Application Support	75	
Hardware	118	
GovTrip		1
GovTrip	1	
IC Applications		12
CC Technical Operations	3	
Local LAN	4	
Web Site Issue (non-CIT)	5	
NIH Enterprise Systems		29
ADB	3	
eRA-DB	7	
eRA-Grants Management	1	
eRA-IMPAC II	3	
GovTrip User Call	1	
ITAS	9	
NED	5	

IC Ticket Report with Category Summary

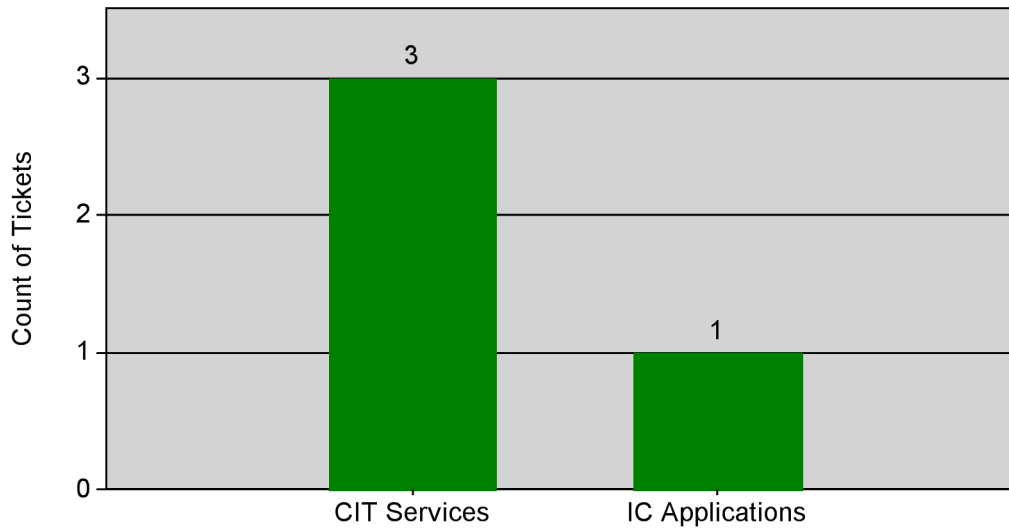


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Tickets By Category Summary



HRSA-OC		4
CIT Services		3
Accounts	1	
Back Office Support	2	
IC Applications		1
Web Site Issue (non-CIT)	1	

IC Ticket Report with Category Summary

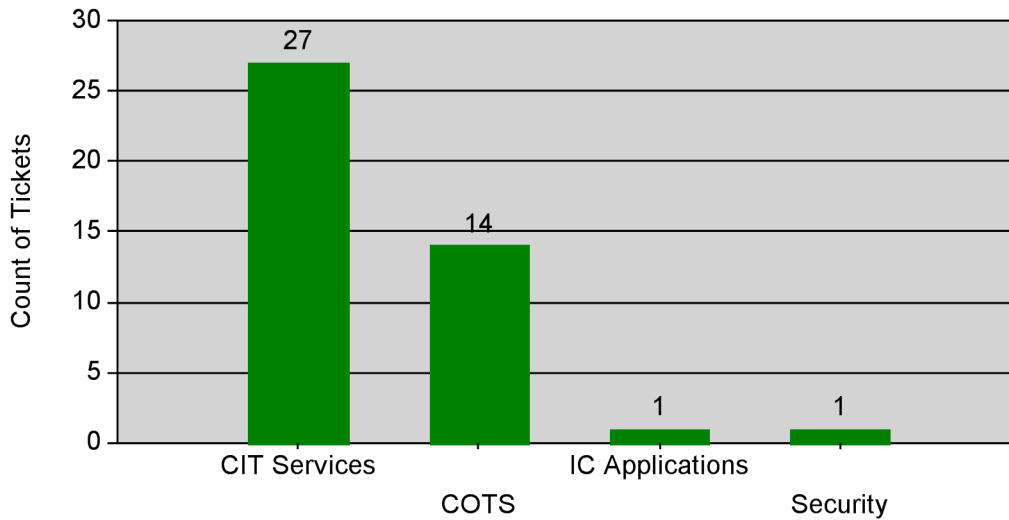


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Tickets By Category Summary



HSB	43
CIT Services	27
Accounts	14
Back Office Support	4
Connectivity	1
Email	5
General Information	1
Wireless Services	2
COTS	14
Application Support	5
Hardware	9
IC Applications	1
Web Site Issue (non-CIT)	1
Security	1
Security	1

IC Ticket Report with Category Summary

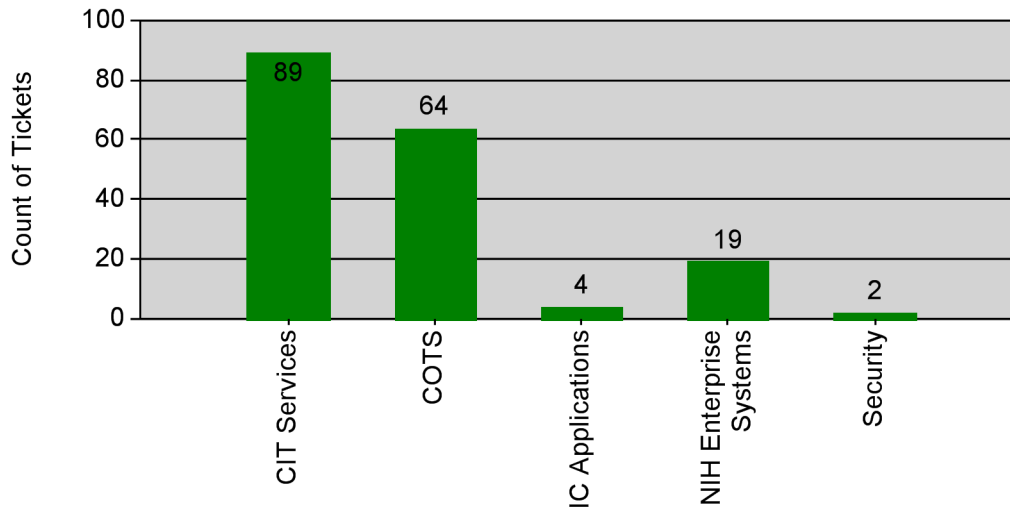


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Tickets By Category Summary



NCCAM	178
CIT Services	89
Accounts	28
Back Office Support	24
Conference Room Support-Equipment Setup	4
Connectivity	1
Email	13
General Information	9
NIHnet	2
Training	1
Video	1
Wireless Services	6
COTS	64
Application Support	19
Hardware	45
IC Applications	4
CC Clinical Applications	1

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CC Clinical Applications-ATV	1
Local LAN	1
Web Site Issue (non-CIT)	1

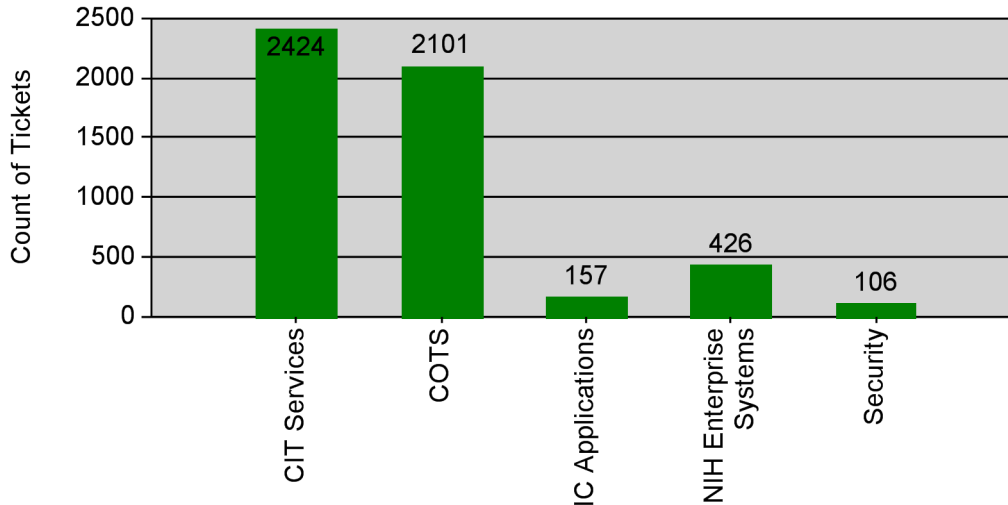
NIH Enterprise Systems 19

Capital HR Security	1
eRA-Grants Management	1
eRA-Reporting	1
NBS-User Call	6
NED	6
NIH Services	4

Security 2

Security	2
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Tickets By Category Summary



NCI 5214

CIT Services 2424

Accounts	1099
Back Office Support	337

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CIT Categories	5	
CIT Categories Remedy	1	
Conference Room Support-Equipment Setup	103	
Conference Room Support-Monitor Conference	4	
Conference Room Support-Reserve	5	
Connectivity	106	
Email	328	
General Information	162	
Helix Support	8	
iSDP/Software Distribution	1	
NIHnet	36	
OS/390	1	
Telecommunications	55	
Training	22	
Video	21	
Wireless Services	130	
COTS		2101
Application Support	744	
Hardware	1357	
IC Applications		157
CC Clinical Applications	19	
CC Clinical Applications-ATV	3	
CC Technical Operations	8	
E-Grants	1	
Local LAN	95	
Web Site Issue (non-CIT)	31	
NIH Enterprise Systems		426
ADB	70	
Capital HR Reporting	1	

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Capital HR Security	2	
eRA-COMMONS	4	
eRA-DB	1	
eRA-External	2	
eRA-Grants Management	2	
eRA-IMPAC II	3	
eRA-Infrastructure	1	
ITAS	6	
NBS-User Call	166	
NED	131	
NIH Data Warehouse	4	
NIH Services	28	
NVision	5	
Security		106
Anti Virus SW	2	
Security	104	

IC Ticket Report with Category Summary

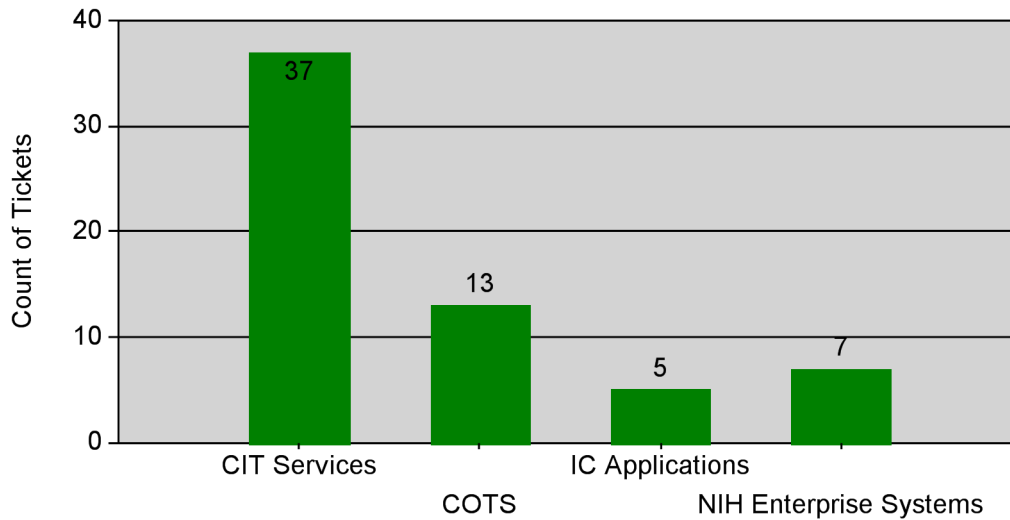


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Tickets By Category Summary



NCMHD	62
CIT Services	37
Accounts	13
Back Office Support	18
CIT Categories	1
Connectivity	1
Email	1
General Information	1
Telecommunications	1
Wireless Services	1
COTS	13
Application Support	6
Hardware	7
IC Applications	5
Web Site Issue (non-CIT)	5
NIH Enterprise Systems	7
ADB	1

IC Ticket Report with Category Summary



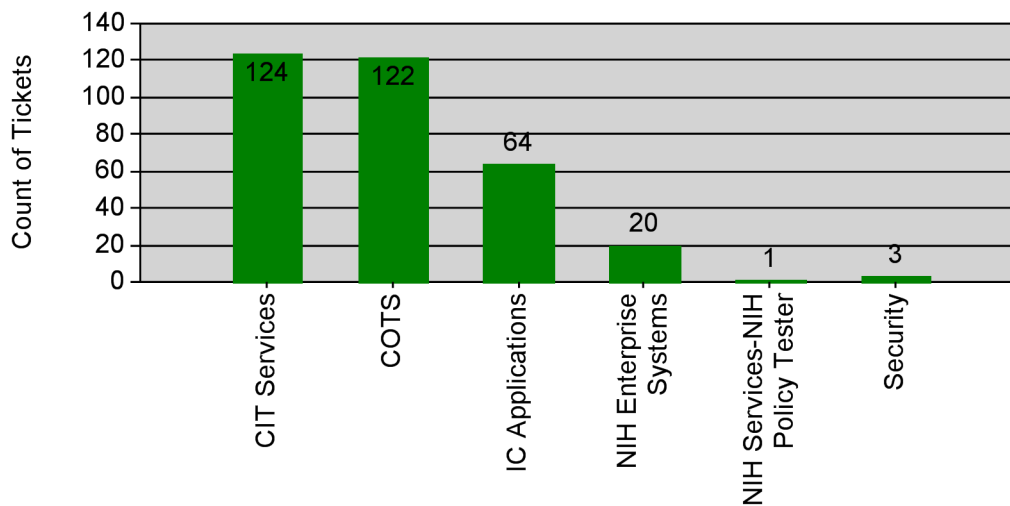
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eRA-Grants Management	3
eRA-Infrastructure	1
NED	1
NIH Services	1

Tickets By Category Summary



NCRR	334
CIT Services	124
Accounts	46
Back Office Support	20
CIT Categories	1
Conference Room Support-Equipment Setup	2
Connectivity	10
Email	17
General Information	8
Telecommunications	1
Training	1
Video	2

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Wireless Services	16	
COTS		122
Application Support	42	
Hardware	80	
IC Applications		64
Local LAN	1	
Web Site Issue (non-CIT)	63	
NIH Enterprise Systems		20
ADB	5	
Capital HR Func App Suppt	1	
eRA-IMPAC II	1	
ITAS	1	
NBS-User Call	5	
NED	3	
NIH Data Warehouse	2	
NIH Services	2	
NIH Services-NIH Policy Tester		1
NIH Services-NIH Policy Tester	1	
Security		3
Anti Virus SW	1	
Security	2	

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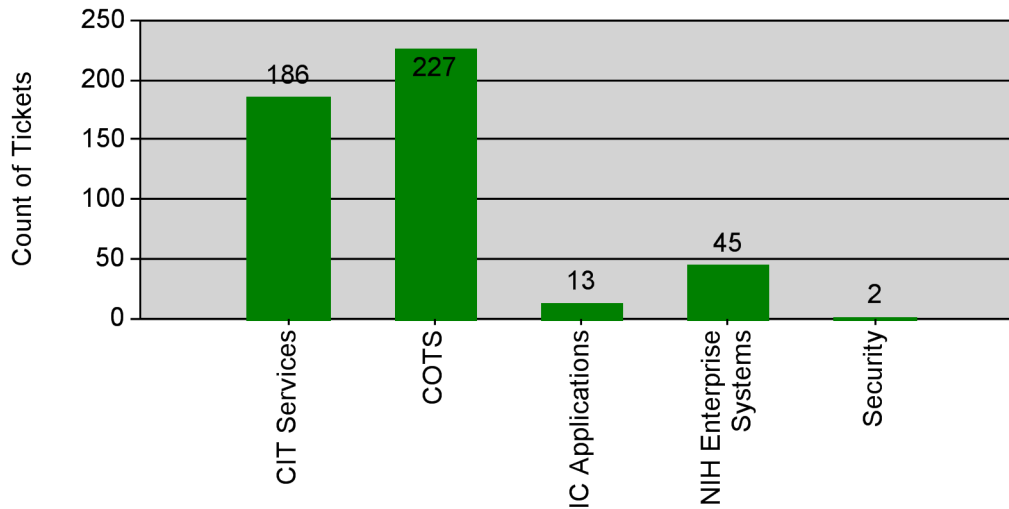


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Tickets By Category Summary



NEI	473
CIT Services	186
Accounts	69
Back Office Support	36
CIT Categories	2
CIT Categories Remedy	1
Conference Room Support-Equipment Setup	1
Connectivity	7
Email	20
General Information	28
Helix Support	1
NIHnet	2
Telecommunications	8
Training	3
Wireless Services	8
COTS	227
Application Support	113

IC Ticket Report with Category Summary



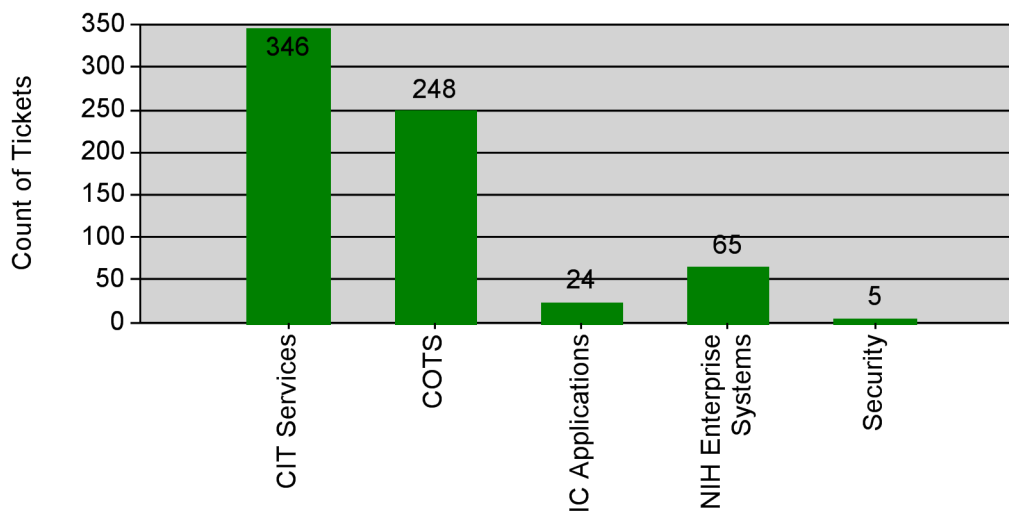
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Hardware	114
IC Applications	13
CC Clinical Applications	1
Local LAN	9
Web Site Issue (non-CIT)	3
NIH Enterprise Systems	45
ADB	5
ITAS	1
NBS-User Call	23
NED	14
NIH Services	2
Security	2
Security	2

Tickets By Category Summary



NHGRI	688
CIT Services	346
Accounts	149

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ASR	1	
Back Office Support	55	
CIT Categories	2	
CIT Categories Remedy	1	
Conference Room Support-Equipment Setup	5	
Connectivity	23	
Email	39	
General Information	32	
NIH Cabling Infrastructure-Cabling	1	
NIHnet	5	
Telecommunications	2	
Training	1	
Unix Support	11	
Video	2	
Wireless Services	17	
COTS		248
Application Support	131	
Hardware	117	
IC Applications		24
CC Technical Operations	2	
Local LAN	17	
Web Site Issue (non-CIT)	5	
NIH Enterprise Systems		65
ADB	13	
Capital HR Security	2	
eRA-Grants Management	1	
eRA-IMPAC II	1	
eRA-Reporting	2	
ITAS	7	

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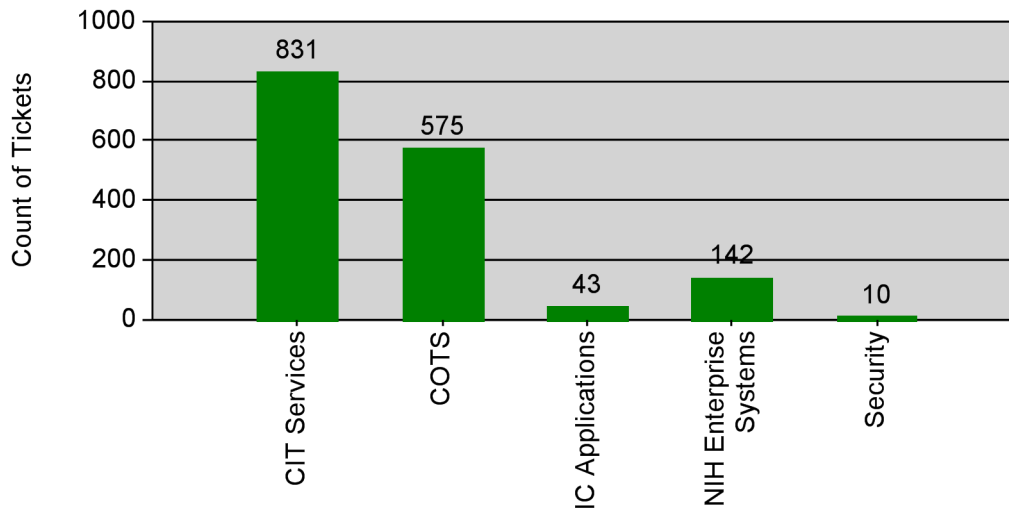
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NBS-User Call	16
NED	17
NIH Data Warehouse	2
NIH Services	3
NVision	1

Security 5

Security	5
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Tickets By Category Summary



NHLBI 1601

CIT Services 831

Accounts	375
Back Office Support	131
CIT Categories	1
CIT Categories Remedy	1
Conference Room Support-Equipment Setup	20
Conference Room Support-Monitor Conference	2
Connectivity	48

IC Ticket Report with Category Summary



For the period: Wednesday, October 01, 2008 12:00:00 AM to Friday, October 31, 2008 11:59:59 PM

Snapshot Date: 11/1/2008 6:48:01 AM

Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

Email	110	
General Information	53	
Helix Support	5	
iSDP/Software Distribution	1	
NIHnet	12	
Telecommunications	12	
Training	4	
Video	3	
Wireless Services	53	
COTS		575
Application Support	208	
Hardware	367	
IC Applications		43
CC Clinical Applications	3	
CC Technical Operations	1	
Local LAN	27	
Web Site Issue (non-CIT)	12	
NIH Enterprise Systems		142
ADB	21	
Capital HR User Error	1	
eRA-COMMONS	6	
eRA-DB	1	
eRA-External	1	
eRA-IMPAC II	5	
eRA-Infrastructure	1	
eRA-Referral and Review	3	
eRA-Reporting	2	
ITAS	4	
NBS-Sandbox	1	

IC Ticket Report with Category Summary



For the period: Wednesday, October 01, 2008 12:00:00 AM to Friday, October 31, 2008 11:59:59 PM

Snapshot Date: 11/1/2008 6:48:01 AM

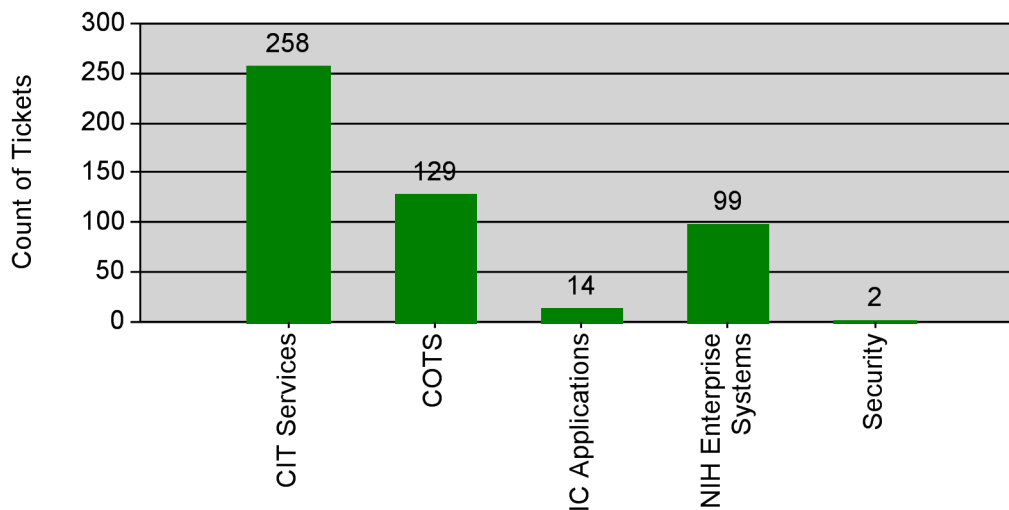
Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

NBS-User Call	48
NED	32
NIH Data Warehouse	1
NIH Services	8
NVision	7

Security 10

Anti Virus SW	2
Security	8

Tickets By Category Summary



NIA 502

CIT Services 258

Accounts	98
Back Office Support	20
CIT Categories	1
Conference Room Support-Equipment Setup	3
Connectivity	12
Email	36

IC Ticket Report with Category Summary



For the period: Wednesday, October 01, 2008 12:00:00 AM to Friday, October 31, 2008 11:59:59 PM

Snapshot Date: 11/1/2008 6:48:01 AM

Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

General Information	20	
Helix Support	4	
NIHnet	5	
Telecommunications	6	
Training	7	
Video	3	
Wireless Services	43	
COTS		129
Application Support	45	
Hardware	84	
IC Applications		14
Local LAN	11	
Web Site Issue (non-CIT)	3	
NIH Enterprise Systems		99
ADB	6	
eRA-COMMONS	2	
eRA-External	1	
eRA-Grants Management	2	
eRA-Reporting	1	
ITAS	4	
NBS-User Call	57	
NED	21	
NIH Data Warehouse	1	
NIH Services	3	
NVision	1	
Security		2
Security	2	

IC Ticket Report with Category Summary

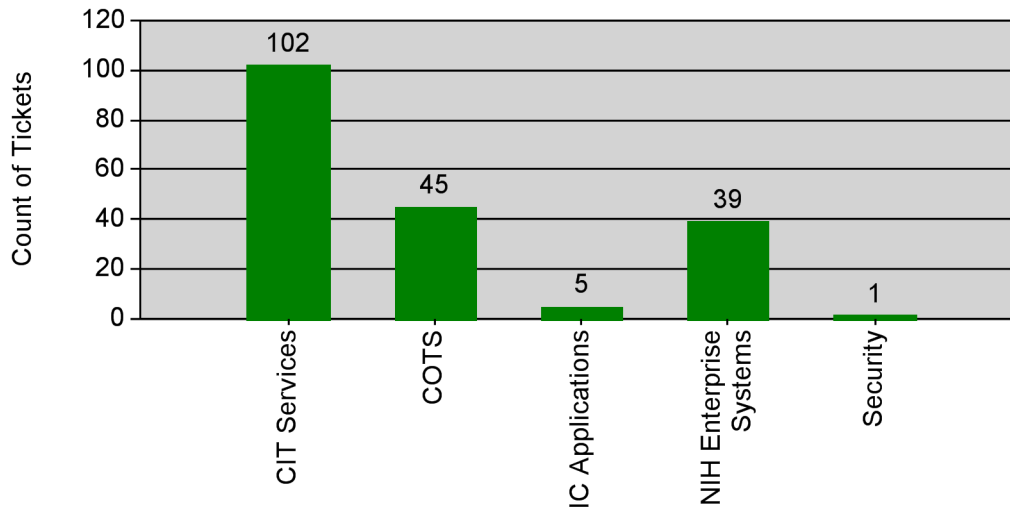


For the period: Wednesday, October 01, 2008 12:00:00 AM to Friday, October 31, 2008 11:59:59 PM

Snapshot Date: 11/1/2008 6:48:01 AM

Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

Tickets By Category Summary



NIAAA	192
CIT Services	102
Accounts	47
Back Office Support	6
Conference Room Support-Equipment Setup	2
Email	14
General Information	8
NIHnet	9
Telecommunications	1
Training	1
Video	2
Wireless Services	12
COTS	45
Application Support	24
Hardware	21
IC Applications	5
Local LAN	1

IC Ticket Report with Category Summary



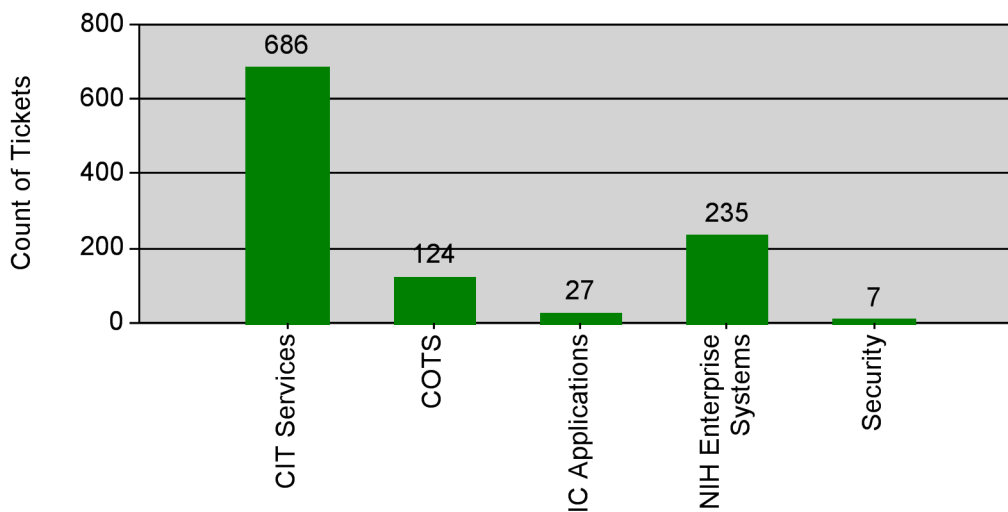
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Snapshot Date: 11/1/2008 6:48:01 AM

Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

Web Site Issue (non-CIT)	4	
NIH Enterprise Systems		39
ADB	7	
eRA-COMMONS	2	
eRA-External	2	
eRA-IMPAC II	1	
eRA-Infrastructure	1	
NBS-User Call	12	
NED	8	
NIH Services	5	
NVision	1	
Security		1
Security	1	

Tickets By Category Summary



NIAID	1079
CIT Services	686
Accounts	352

IC Ticket Report with Category Summary



For the period: Wednesday, October 01, 2008 12:00:00 AM to Friday, October 31, 2008 11:59:59 PM

Snapshot Date: 11/1/2008 6:48:01 AM

Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

ASR	1	
Back Office Support	57	
CIT Categories	3	
CIT Categories Remedy	1	
Conference Room Support-Equipment Setup	5	
Conference Room Support-Reserve	1	
Connectivity	10	
Email	78	
General Information	33	
Helix Support	2	
NIHnet	12	
OS/390	1	
Telecommunications	19	
Training	14	
Video	2	
Wireless Services	95	
COTS		124
Application Support	57	
Hardware	67	
IC Applications		27
CC Clinical Applications	6	
CC Technical Operations	1	
E-Grants	1	
Local LAN	6	
Web Site Issue (non-CIT)	13	
NIH Enterprise Systems		235
ADB	41	
Capital HR Security	3	
Capital HR Technical	1	

IC Ticket Report with Category Summary



For the period: Wednesday, October 01, 2008 12:00:00 AM to Friday, October 31, 2008 11:59:59 PM

Snapshot Date: 11/1/2008 6:48:01 AM

Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

eRA-COMMONS	1
eRA-External	1
eRA-IMPAC II	1
eRA-Infrastructure	1
eRA-Software BA	1
ITAS	15
NBS-User Call	108
NED	39
NIH Data Warehouse	3
NIH Services	12
NVision	8

Security

7

Anti Virus SW	1
NIHnet-Network Security	1
Security	5

IC Ticket Report with Category Summary

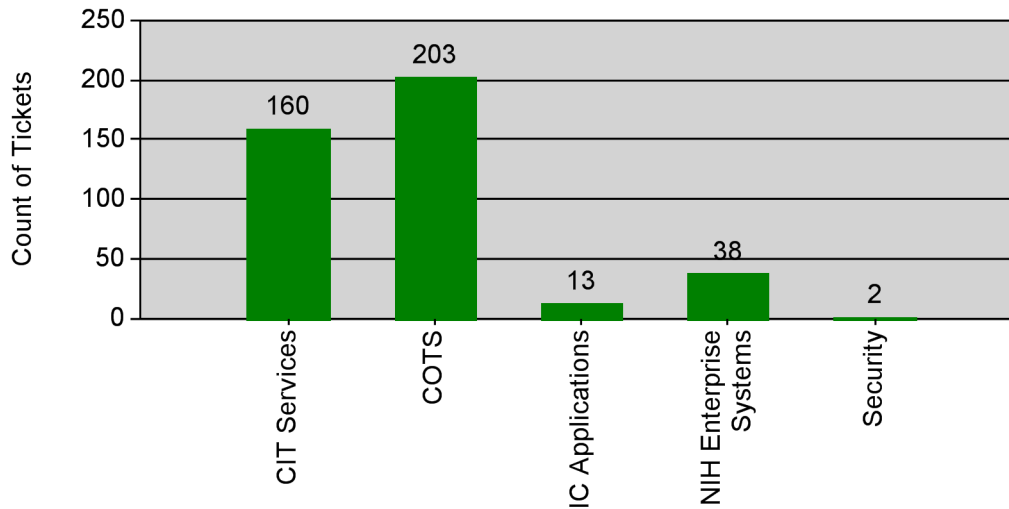


For the period: Wednesday, October 01, 2008 12:00:00 AM to Friday, October 31, 2008 11:59:59 PM

Snapshot Date: 11/1/2008 6:48:01 AM

Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

Tickets By Category Summary



NIAMS	416
CIT Services	160
Accounts	55
Back Office Support	13
Conference Room Support-Equipment Setup	11
Conference Room Support-Reserve	8
Connectivity	11
Email	18
General Information	6
NIHnet	5
Telecommunications	6
Training	2
Video	2
Wireless Services	23
COTS	203
Application Support	107

IC Ticket Report with Category Summary



For the period: Wednesday, October 01, 2008 12:00:00 AM to Friday, October 31, 2008 11:59:59 PM

Snapshot Date: 11/1/2008 6:48:01 AM

Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

Hardware	96	
IC Applications		13
CC Clinical Applications	2	
CC Technical Operations	1	
E-Grants	1	
Local LAN	7	
Web Site Issue (non-CIT)	2	
NIH Enterprise Systems		38
ADB	4	
Capital HR Func App Suppt	1	
Capital HR Reporting	1	
Capital HR Technical	1	
eRA-Referral and Review	1	
ITAS	2	
NBS-User Call	12	
NED	9	
NIH Data Warehouse	2	
NIH Services	2	
NVision	3	
Security		2
Security	2	

IC Ticket Report with Category Summary

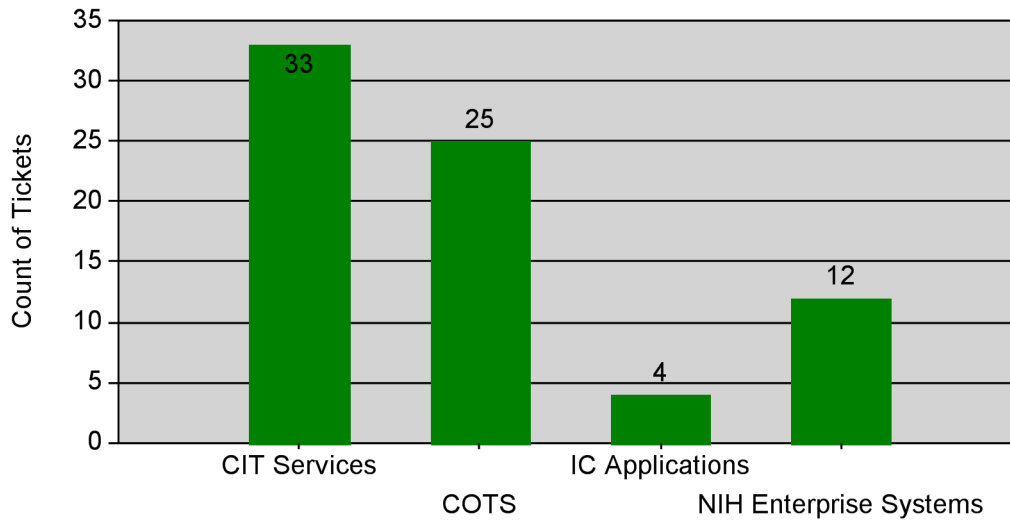


For the period: Wednesday, October 01, 2008 12:00:00 AM to Friday, October 31, 2008 11:59:59 PM

Snapshot Date: 11/1/2008 6:48:01 AM

Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

Tickets By Category Summary



NIBIB	74
CIT Services	33
Accounts	11
Back Office Support	4
Connectivity	1
Email	5
General Information	2
NIHnet	2
Telecommunications	2
Wireless Services	6
COTS	25
Application Support	16
Hardware	9
IC Applications	4
Local LAN	2
Web Site Issue (non-CIT)	2

IC Ticket Report with Category Summary



For the period: Wednesday, October 01, 2008 12:00:00 AM to Friday, October 31, 2008 11:59:59 PM

Snapshot Date: 11/1/2008 6:48:01 AM

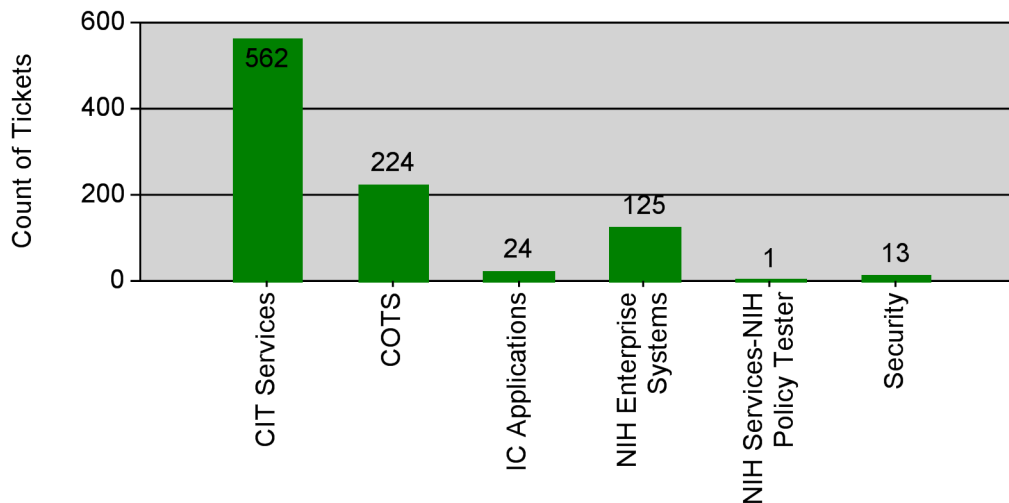
Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

NIH Enterprise Systems

12

ADB	1
eRA-COMMONS	1
eRA-Grants Management	1
eRA-IMPAC II	1
eRA-Software BA	1
NBS-User Call	4
NED	2
NVision	1

Tickets By Category Summary



NICHD

949

CIT Services

562

Accounts	339
Back Office Support	38
CIT Categories	4
Conference Room Support-Equipment Setup	12
Connectivity	28

IC Ticket Report with Category Summary



For the period: Wednesday, October 01, 2008 12:00:00 AM to Friday, October 31, 2008 11:59:59 PM

Snapshot Date: 11/1/2008 6:48:01 AM

Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

Email	57	
General Information	26	
NIHnet	4	
OS/390	2	
Telecommunications	8	
Training	12	
Video	3	
Wireless Services	29	
COTS		224
Application Support	89	
Hardware	135	
IC Applications		24
CC Clinical Applications	4	
CC Technical Operations	1	
Local LAN	8	
Web Site Issue (non-CIT)	11	
NIH Enterprise Systems		125
ADB	10	
Capital HR Technical	1	
eRA-COMMONS	2	
eRA-External	3	
eRA-IMPAC II	1	
eRA-Reporting	1	
ITAS	5	
NBS-Sandbox	1	
NBS-User Call	46	
NED	45	
NIH Data Warehouse	2	
NIH Services	4	

IC Ticket Report with Category Summary



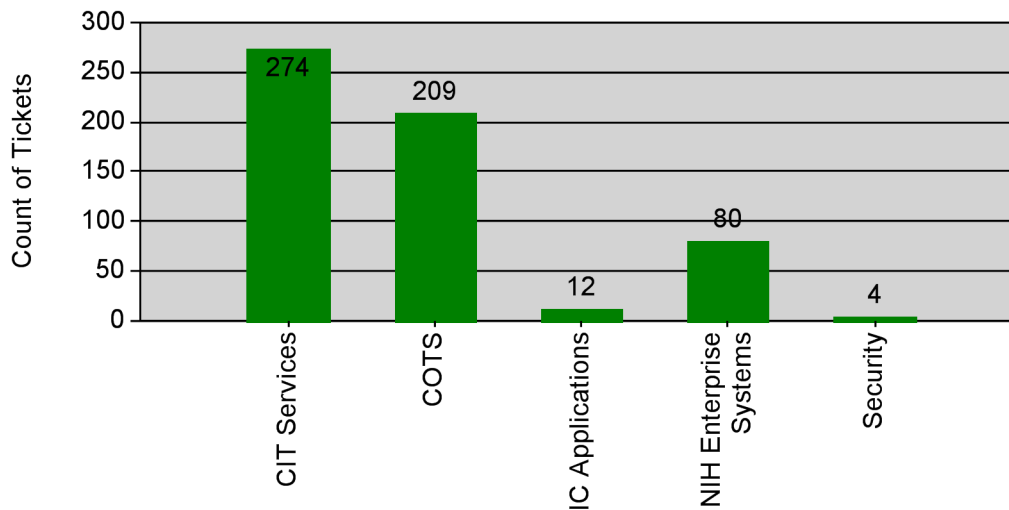
For the period: Wednesday, October 01, 2008 12:00:00 AM to Friday, October 31, 2008 11:59:59 PM

Snapshot Date: 11/1/2008 6:48:01 AM

Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

NVision	4
NIH Services-NIH Policy Tester	1
NIH Services-NIH Policy Tester	1
Security	13
Anti Virus SW	2
Security	11

Tickets By Category Summary



NIDA	579
CIT Services	274
Accounts	124
Back Office Support	25
CIT Categories	1
CIT Categories Remedy	2
Conference Room Support-Equipment Setup	1
Connectivity	15
Email	47
General Information	23

IC Ticket Report with Category Summary



For the period: Wednesday, October 01, 2008 12:00:00 AM to Friday, October 31, 2008 11:59:59 PM

Snapshot Date: 11/1/2008 6:48:01 AM

Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

iSDP/Software Distribution	1	
NIHnet	5	
Telecommunications	10	
Training	4	
Video	1	
Wireless Services	15	
COTS		209
Application Support	90	
Hardware	119	
IC Applications		12
Local LAN	3	
Web Site Issue (non-CIT)	9	
NIH Enterprise Systems		80
ADB	11	
eRA-COMMONS	2	
eRA-External	1	
eRA-IMPAC II	2	
eRA-Infrastructure	1	
eRA-Referral and Review	1	
eRA-Reporting	1	
ITAS	3	
NBS-User Call	25	
NED	22	
NIH Data Warehouse	1	
NIH Services	5	
NVision	5	
Security		4
Security	4	

IC Ticket Report with Category Summary

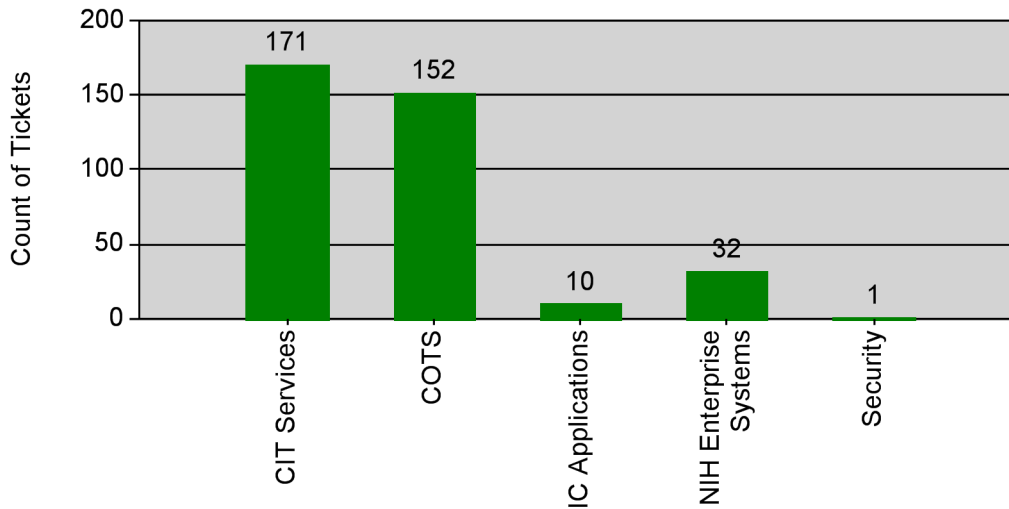


For the period: Wednesday, October 01, 2008 12:00:00 AM to Friday, October 31, 2008 11:59:59 PM

Snapshot Date: 11/1/2008 6:48:01 AM

Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

Tickets By Category Summary



NIDCD	366
CIT Services	171
Accounts	73
Back Office Support	20
Connectivity	12
Email	30
General Information	16
OS/390	1
Telecommunications	5
Training	3
Wireless Services	11
COTS	152
Application Support	73
Hardware	79
IC Applications	10
Local LAN	4

IC Ticket Report with Category Summary



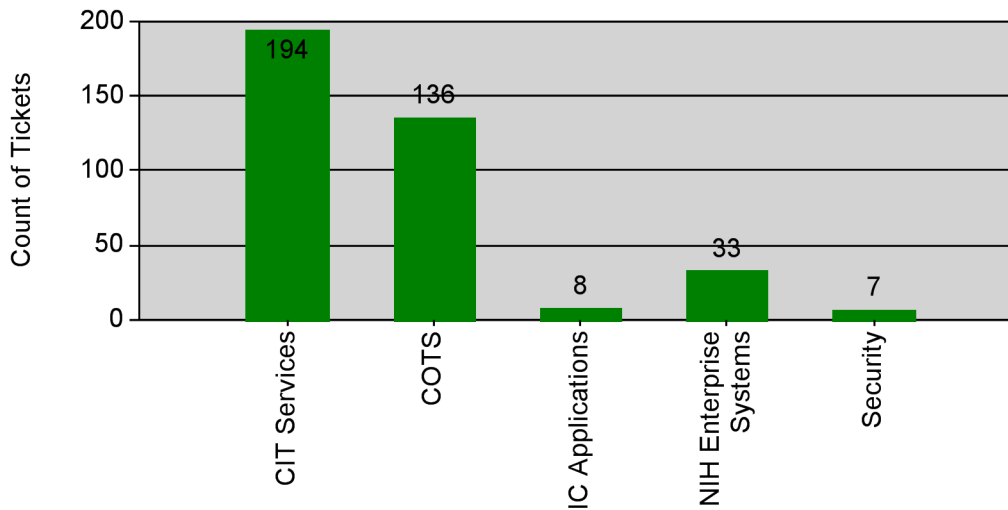
For the period: Wednesday, October 01, 2008 12:00:00 AM to Friday, October 31, 2008 11:59:59 PM

Snapshot Date: 11/1/2008 6:48:01 AM

Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

Web Site Issue (non-CIT)	6
NIH Enterprise Systems	32
ADB	5
eRA-External	1
eRA-Grants Management	2
eRA-IMPAC II	1
eRA-Reporting	1
NBS-User Call	12
NED	7
NIH Data Warehouse	1
NIH Services	1
NVision	1
Security	1
Security	1

Tickets By Category Summary



NIDCR	378
CIT Services	194
Accounts	129

IC Ticket Report with Category Summary



For the period: Wednesday, October 01, 2008 12:00:00 AM to Friday, October 31, 2008 11:59:59 PM

Snapshot Date: 11/1/2008 6:48:01 AM

Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

Back Office Support	7	
Conference Room Support-Equipment Setup	1	
Connectivity	3	
Email	23	
General Information	12	
NIHnet	6	
Telecommunications	1	
Training	1	
Video	1	
Wireless Services	10	
COTS		136
Application Support	70	
Hardware	66	
IC Applications		8
Local LAN	5	
Web Site Issue (non-CIT)	3	
NIH Enterprise Systems		33
ADB	5	
eRA-COMMONS	1	
eRA-External	1	
ITAS	2	
NBS-User Call	14	
NED	7	
NIH Services	2	
NVision	1	
Security		7
Security	7	

IC Ticket Report with Category Summary

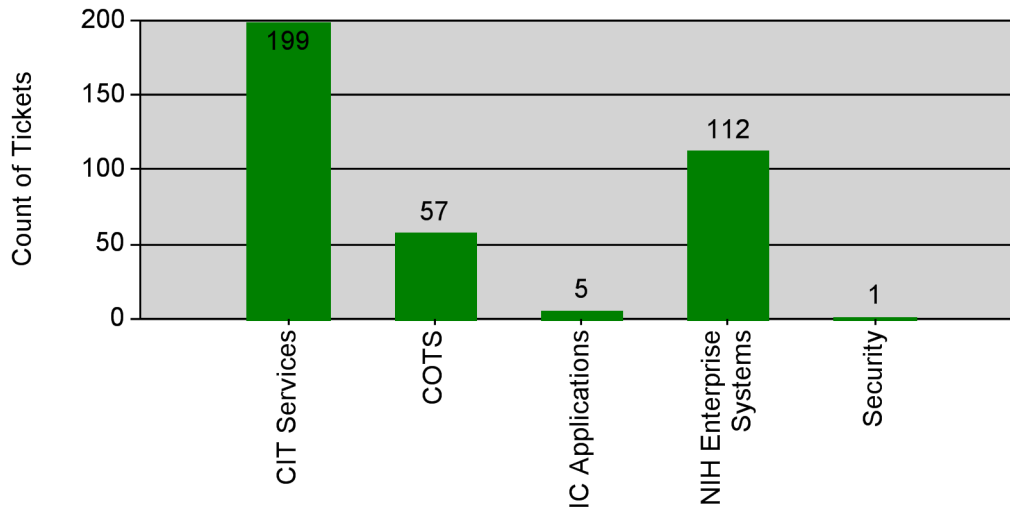


For the period: Wednesday, October 01, 2008 12:00:00 AM to Friday, October 31, 2008 11:59:59 PM

Snapshot Date: 11/1/2008 6:48:01 AM

Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

Tickets By Category Summary



NIDDK	374
CIT Services	199
Accounts	124
Back Office Support	13
CIT Categories	1
Conference Room Support-Monitor Conference	1
Connectivity	3
Email	25
General Information	10
Helix Support	3
NIHnet	3
Telecommunications	7
Training	4
Wireless Services	5
COTS	57
Application Support	26

IC Ticket Report with Category Summary



For the period: Wednesday, October 01, 2008 12:00:00 AM to Friday, October 31, 2008 11:59:59 PM

Snapshot Date: 11/1/2008 6:48:01 AM

Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

Hardware	31	
IC Applications		5
CC Clinical Applications	1	
CC Clinical Applications-ATV	1	
Local LAN	2	
Web Site Issue (non-CIT)	1	
NIH Enterprise Systems		112
ADB	13	
eRA-IMPAC II	1	
ITAS	4	
NBS-Sandbox	1	
NBS-User Call	51	
NED	37	
NIH Services	5	
Security		1
Security	1	

IC Ticket Report with Category Summary

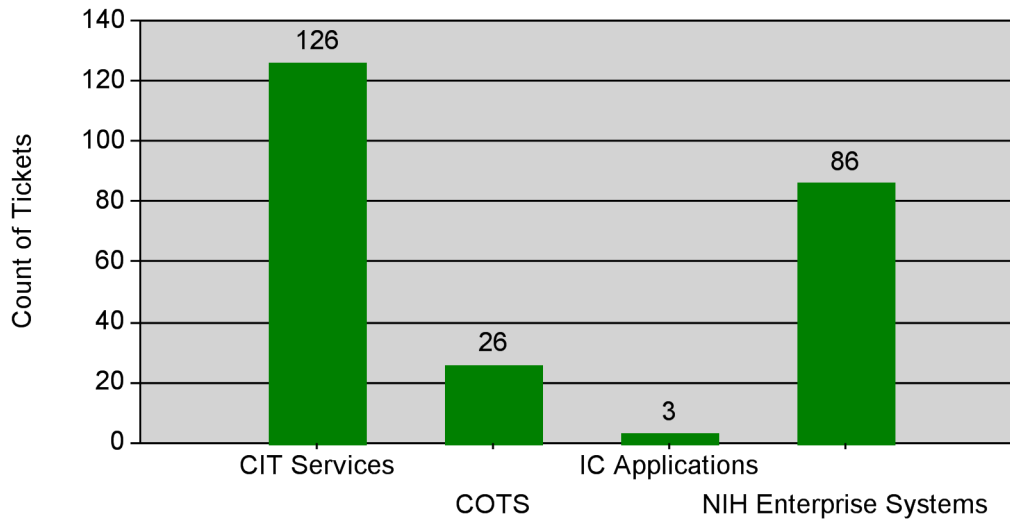


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Snapshot Date: 11/1/2008 6:48:01 AM

Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

Tickets By Category Summary



NIEHS	241
CIT Services	126
Accounts	76
Back Office Support	8
CIT Categories	1
CIT Categories Remedy	1
Connectivity	4
Email	7
General Information	13
NIHnet	3
Training	1
Wireless Services	12
COTS	26
Application Support	19
Hardware	7
IC Applications	3
CC Technical Operations	1

IC Ticket Report with Category Summary



For the period: Wednesday, October 01, 2008 12:00:00 AM to Friday, October 31, 2008 11:59:59 PM

Snapshot Date: 11/1/2008 6:48:01 AM

Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

Web Site Issue (non-CIT)	2	
NIH Enterprise Systems		86
ADB	3	
Capital HR Func App Suppt	1	
Capital HR Technical	1	
eRA-COMMONS	1	
eRA-DB	1	
eRA-External	1	
eRA-IMPAC II	1	
eRA-Reporting	1	
ITAS	1	
NBS-User Call	56	
NED	11	
NIH Services	3	
NVision	5	

IC Ticket Report with Category Summary

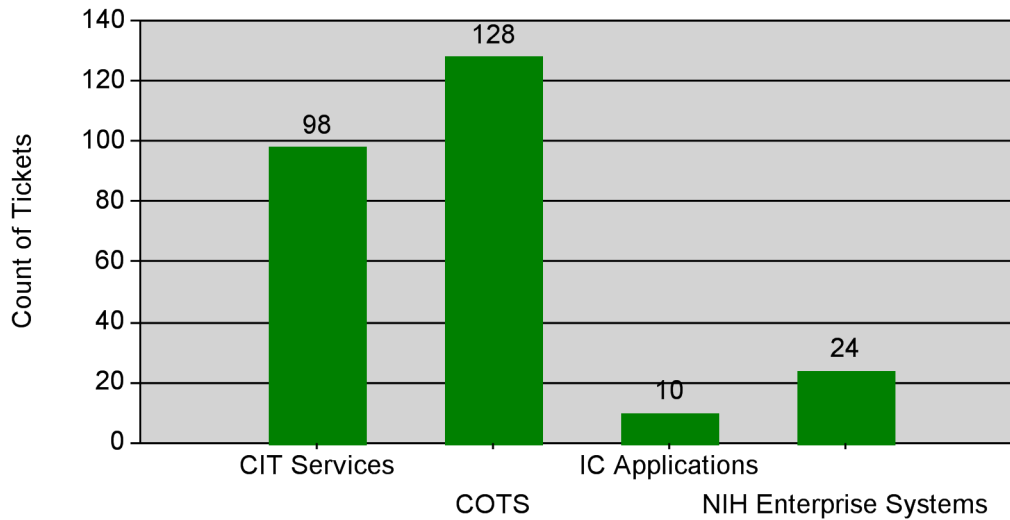


For the period: Wednesday, October 01, 2008 12:00:00 AM to Friday, October 31, 2008 11:59:59 PM

Snapshot Date: 11/1/2008 6:48:01 AM

Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

Tickets By Category Summary



NIGMS	260
CIT Services	98
Accounts	43
ASR	1
Back Office Support	10
CIT Categories Remedy	2
Conference Room Support-Equipment Setup	3
Connectivity	2
Email	20
General Information	9
NIHnet	3
Telecommunications	1
Training	1
Video	1
Wireless Services	2
COTS	128
Application Support	48

IC Ticket Report with Category Summary



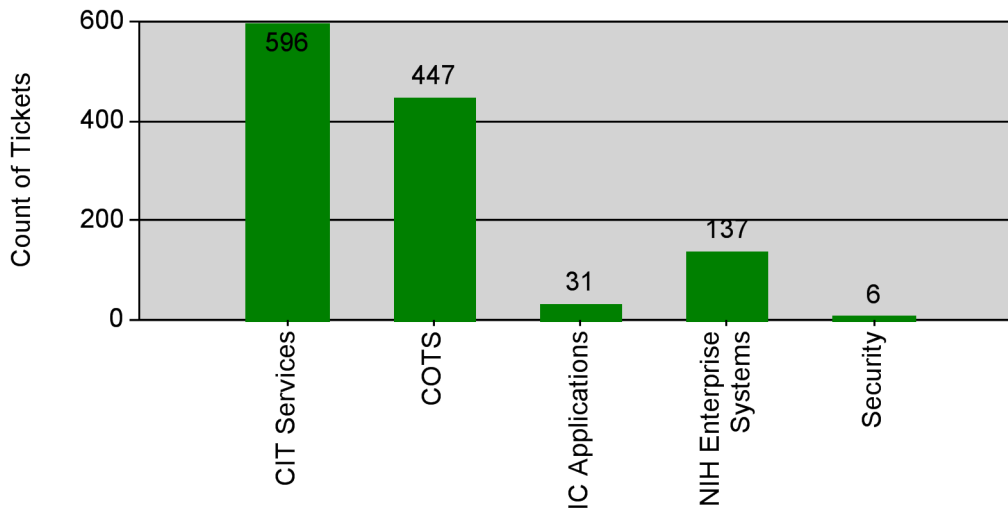
For the period: Wednesday, October 01, 2008 12:00:00 AM to Friday, October 31, 2008 11:59:59 PM

Snapshot Date: 11/1/2008 6:48:01 AM

Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

Hardware	80
IC Applications	10
Local LAN	1
Web Site Issue (non-CIT)	9
NIH Enterprise Systems	24
ADB	2
Capital HR Func App Suppt	2
eRA-DB	1
eRA-External	2
eRA-IMPAC II	4
eRA-Software BA	1
NBS-User Call	4
NED	4
NIH Services	4

Tickets By Category Summary



NIMH	1217
CIT Services	596
Accounts	301

IC Ticket Report with Category Summary



For the period: Wednesday, October 01, 2008 12:00:00 AM to Friday, October 31, 2008 11:59:59 PM

Snapshot Date: 11/1/2008 6:48:01 AM

Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

Back Office Support	58	
CIT Categories	3	
Conference Room Support-Equipment Setup	6	
Conference Room Support-Reserve	1	
Connectivity	27	
Email	97	
General Information	57	
Helix Support	3	
NIHnet	5	
Telecommunications	14	
Training	5	
Video	1	
Wireless Services	18	
COTS		447
Application Support	219	
Hardware	228	
IC Applications		31
CC Clinical Applications	9	
CC Clinical Applications-ATV	1	
Local LAN	13	
Web Site Issue (non-CIT)	8	
NIH Enterprise Systems		137
ADB	15	
Capital HR Func App Suppt	1	
Capital HR Security	2	
eRA-COMMONS	3	
eRA-DB	3	
eRA-Grants Management	1	
eRA-IMPAC II	3	

IC Ticket Report with Category Summary



For the period: Wednesday, October 01, 2008 12:00:00 AM to Friday, October 31, 2008 11:59:59 PM

Snapshot Date: 11/1/2008 6:48:01 AM

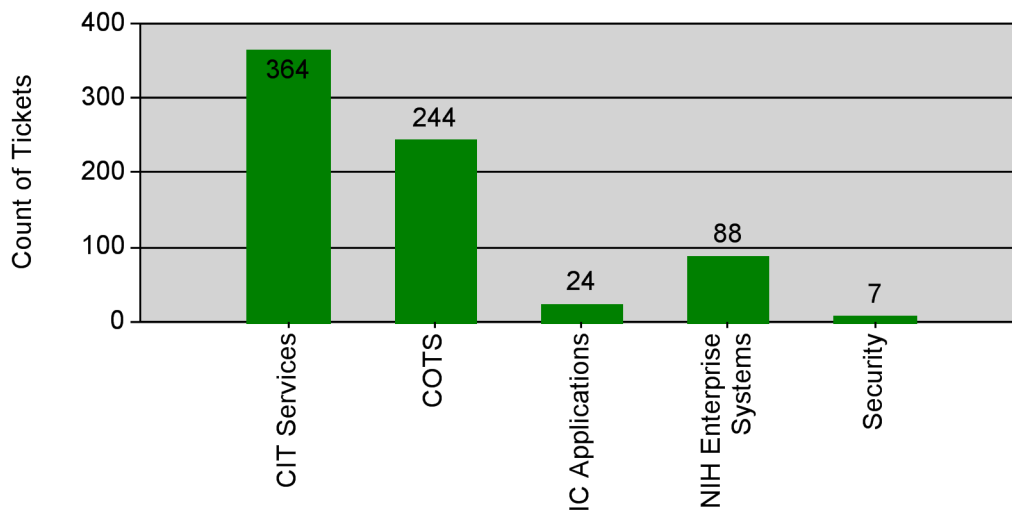
Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

eRA-Reporting	4
eRA-Software BA	1
ITAS	8
NBS-User Call	47
NED	44
NIH Data Warehouse	2
NIH Services	2
NVision	1

Security 6

Anti Virus SW	2
Security	4

Tickets By Category Summary



NINDS 727

CIT Services 364

Accounts	167
Back Office Support	68
Conference Room Support-Equipment Setup	2

IC Ticket Report with Category Summary



For the period: Wednesday, October 01, 2008 12:00:00 AM to Friday, October 31, 2008 11:59:59 PM

Snapshot Date: 11/1/2008 6:48:01 AM

Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

Connectivity	14	
Email	59	
General Information	20	
NIHnet	10	
Telecommunications	5	
Training	3	
Video	2	
Wireless Services	14	
COTS		244
Application Support	118	
Hardware	126	
IC Applications		24
CC Clinical Applications	1	
CC Technical Operations	1	
Local LAN	13	
Web Site Issue (non-CIT)	9	
NIH Enterprise Systems		88
ADB	15	
Capital HR Security	2	
Capital HR Technical	1	
eRA-IMPAC II	2	
eRA-Infrastructure	1	
eRA-Reporting	3	
ITAS	3	
NBS-User Call	32	
NED	22	
NIH Data Warehouse	1	
NIH Services	3	
NVision	3	

IC Ticket Report with Category Summary



For the period: Wednesday, October 01, 2008 12:00:00 AM to Friday, October 31, 2008 11:59:59 PM

Snapshot Date: 11/1/2008 6:48:01 AM

Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

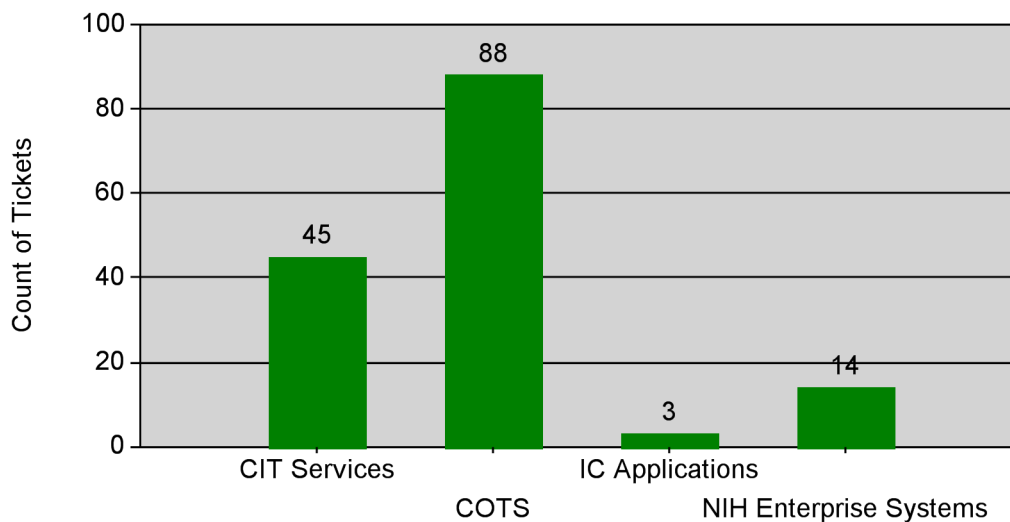
Security

7

Security

7

Tickets By Category Summary



NINR

150

CIT Services

45

Accounts	14
Back Office Support	14
Conference Room Support-Equipment Setup	2
Connectivity	1
Email	4
General Information	7
Telecommunications	1
Wireless Services	2

COTS

88

Application Support	35
Hardware	53

IC Applications

3

Web Site Issue (non-CIT)	3
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IC Ticket Report with Category Summary



For the period: Wednesday, October 01, 2008 12:00:00 AM to Friday, October 31, 2008 11:59:59 PM

Snapshot Date: 11/1/2008 6:48:01 AM

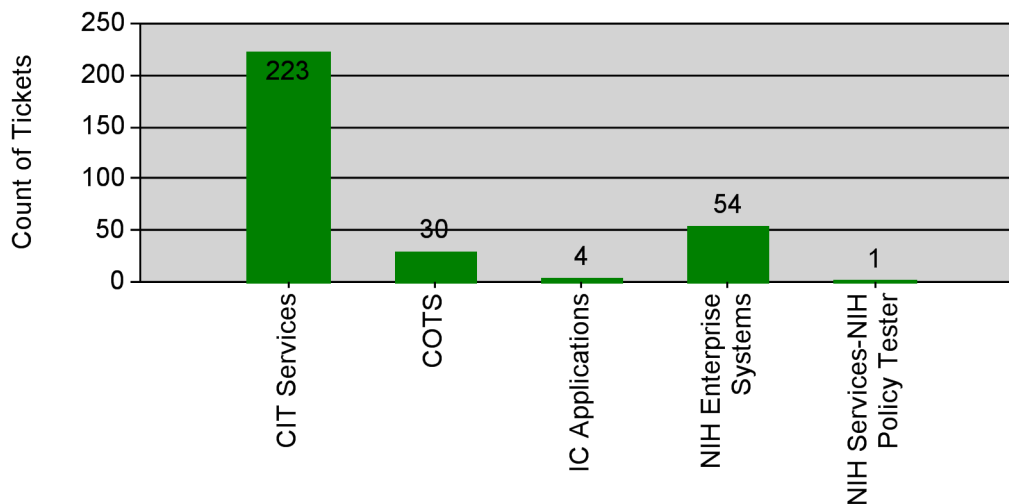
Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

NIH Enterprise Systems

14

ADB	3
Capital HR User Error	1
NBS-User Call	6
NED	4

Tickets By Category Summary



NLM

312

CIT Services

223

Accounts	131
ASR	1
Back Office Support	17
CIT Categories Aspect	1
Connectivity	5
Email	18
General Information	12
NIHnet	1
Telecommunications	6

IC Ticket Report with Category Summary



For the period: Wednesday, October 01, 2008 12:00:00 AM to Friday, October 31, 2008 11:59:59 PM

Snapshot Date: 11/1/2008 6:48:01 AM

Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

Training	5	
Wireless Services	26	
COTS		30
Application Support	25	
Hardware	5	
IC Applications		4
Local LAN	1	
Web Site Issue (non-CIT)	3	
NIH Enterprise Systems		54
ADB	5	
eRA-External	1	
ITAS	3	
NBS-User Call	23	
NED	17	
NIH Data Warehouse	2	
NIH Services	2	
NVision	1	
NIH Services-NIH Policy Tester		1
NIH Services-NIH Policy Tester	1	

IC Ticket Report with Category Summary

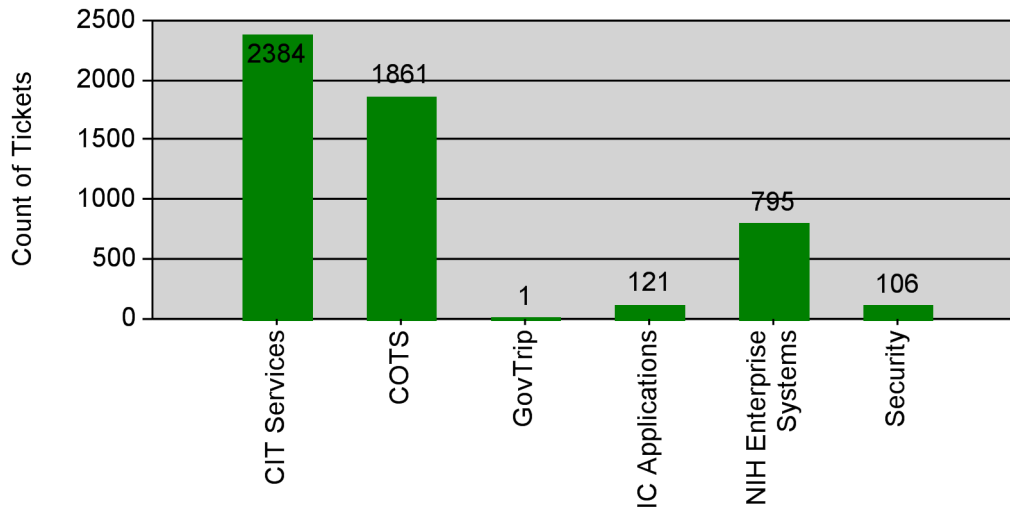


For the period: Wednesday, October 01, 2008 12:00:00 AM to Friday, October 31, 2008 11:59:59 PM

Snapshot Date: 11/1/2008 6:48:01 AM

Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

Tickets By Category Summary



OD	5268
CIT Services	2384
Accounts	986
ASR	1
Back Office Support	431
CIT Categories	18
CIT Categories Aspect	1
CIT Categories Remedy	15
CIT Categories-General Information	1
Conference Room Support-Equipment Setup	35
Conference Room Support-Monitor Conference	2
Conference Room Support-Reserve	5
Connectivity	125
Email	280
General Information	193
Hardware-Phones	1

IC Ticket Report with Category Summary



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iSDP/Software Distribution	1	
NECS	1	
NIHnet	39	
OS/390	3	
Telecommunications	64	
Training	26	
Video	12	
Wireless Services	144	
COTS		1861
Application Support	703	
Hardware	1158	
GovTrip		1
GovTrip	1	
IC Applications		121
CC Clinical Applications	1	
CC Technical Operations	1	
CC Technical Operations-Telecommunications	1	
Local LAN	62	
OIT Categories	2	
Web Site Issue (non-CIT)	54	
NIH Enterprise Systems		795
ADB	63	
Capital HR Func App Suppt	1	
Capital HR Security	6	
Capital HR Technical	2	
Capital HR Workflow/Worklist	1	
eRA-COMMONS	10	
eRA-External	2	
eRA-IMPAC II	28	

IC Ticket Report with Category Summary



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eRA-Infrastructure	2
eRA-Referral and Review	5
eRA-Reporting	6
eRA-Software BA	2
GovTrip User Call	26
ITAS	42
NBS Break/Fix	1
NBS Enhancement	1
NBS-NAppMan	1
NBS-Sandbox	6
NBS-User Call	375
NED	138
NIH Data Warehouse	10
NIH Services	51
NVision	16

Security	106
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Anti Virus SW	1
Security	105

IC Ticket Report with Category Summary

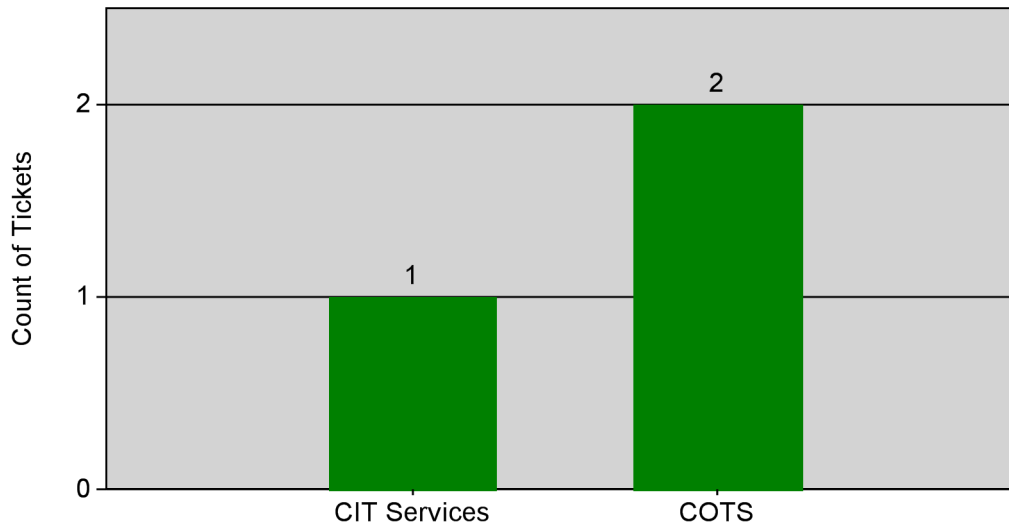


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Tickets By Category Summary



OEOCR		3
CIT Services		1
Email	1	
COTS		2
Application Support	1	
Hardware	1	

IC Ticket Report with Category Summary

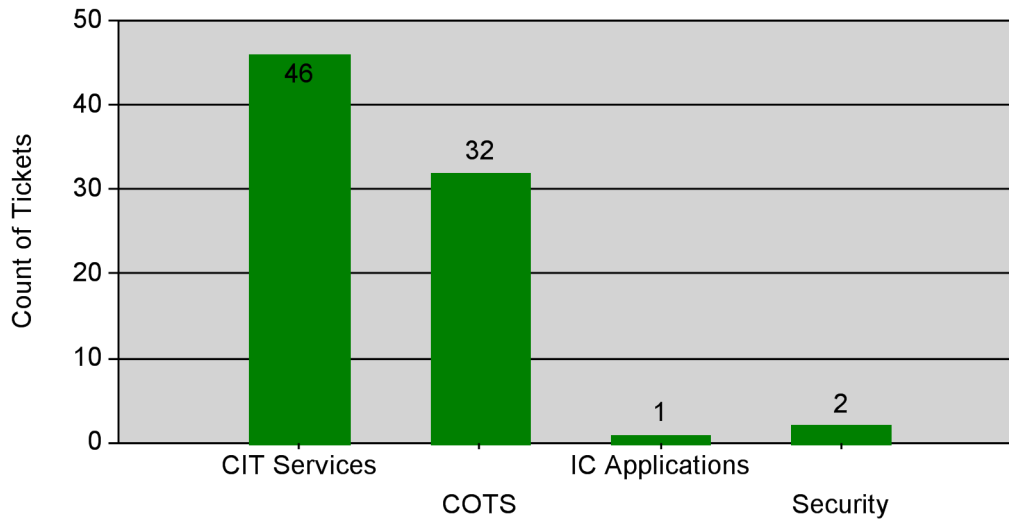


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Tickets By Category Summary



OFAM	81
CIT Services	46
Accounts	24
Back Office Support	6
Email	13
General Information	1
Telecommunications	1
Wireless Services	1
COTS	32
Application Support	9
Hardware	23
IC Applications	1
Local LAN	1
Security	2
Security	2

IC Ticket Report with Category Summary

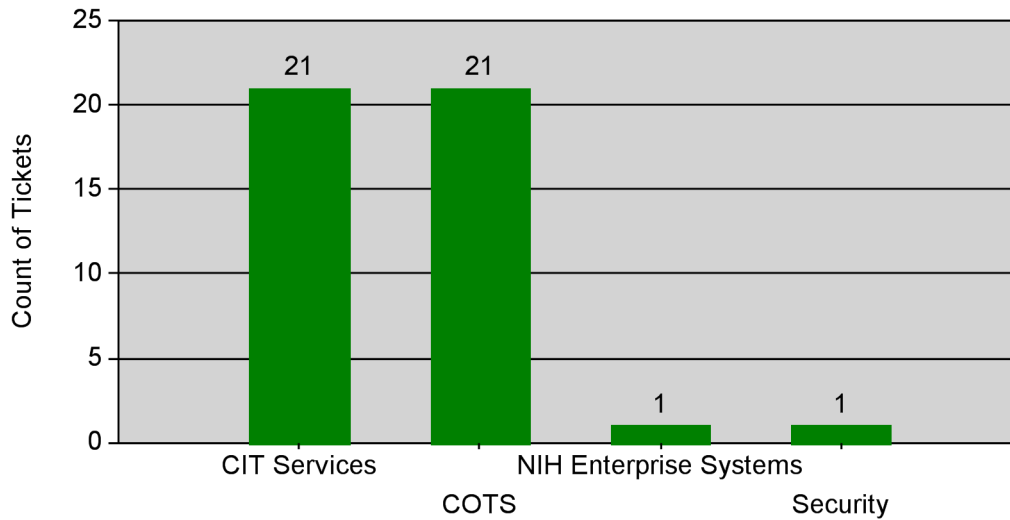


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Tickets By Category Summary



OFM	44
CIT Services	21
Accounts	5
Back Office Support	4
Email	6
General Information	4
Video	1
Wireless Services	1
COTS	21
Application Support	7
Hardware	14
NIH Enterprise Systems	1
ITAS	1
Security	1
Security	1

IC Ticket Report with Category Summary

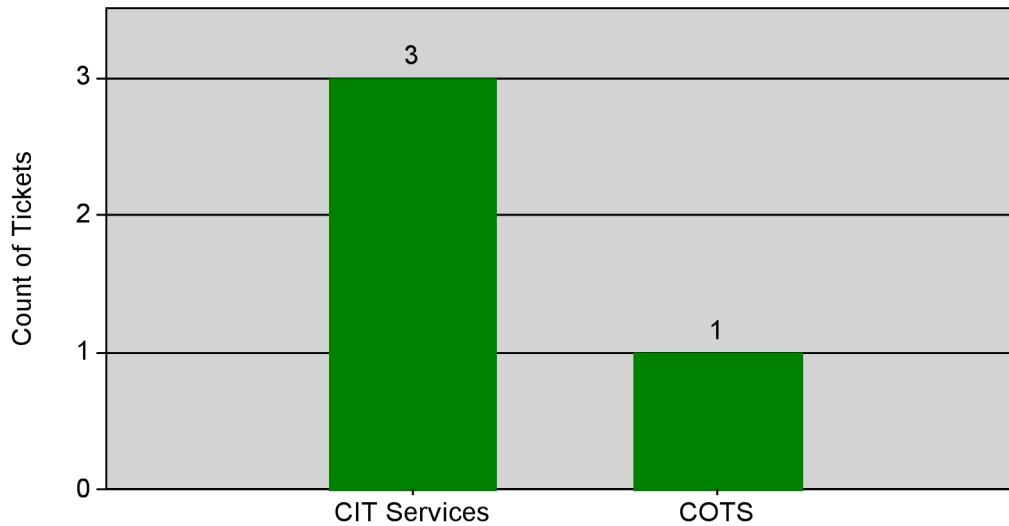


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Tickets By Category Summary



OHIT		4
CIT Services		3
Back Office Support	2	
Email	1	
COTS		1
Hardware	1	

IC Ticket Report with Category Summary

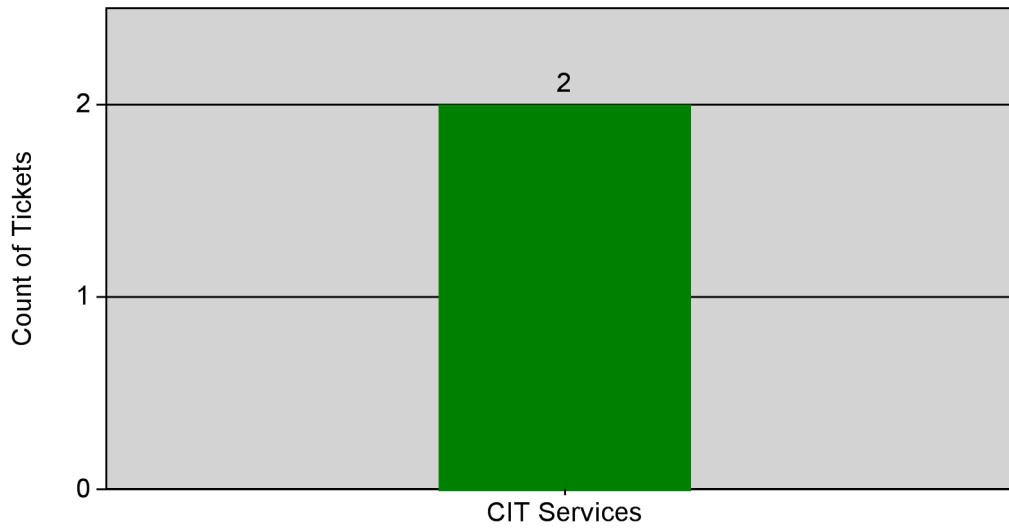


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Tickets By Category Summary



OIHA	2
CIT Services	2
CIT Categories	2

IC Ticket Report with Category Summary

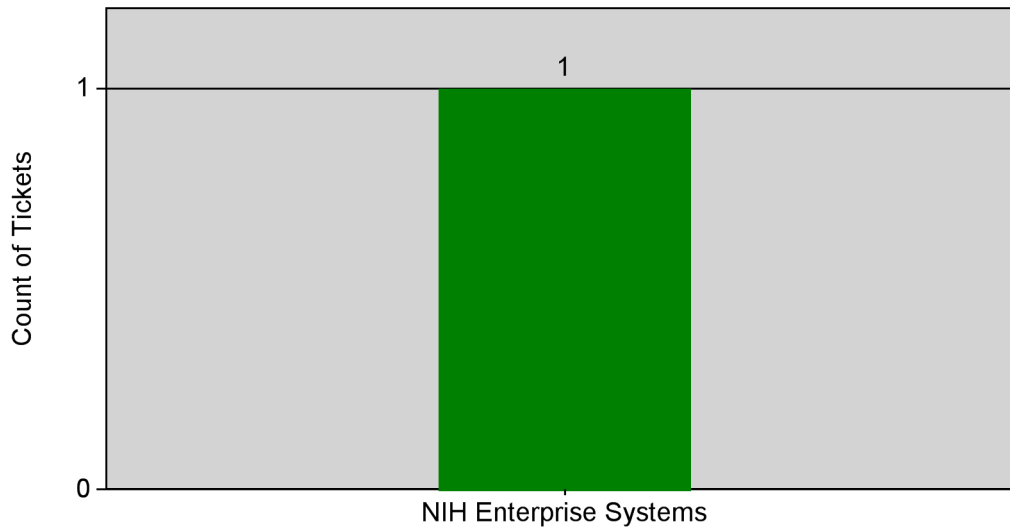


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Tickets By Category Summary



OIM	1
NIH Enterprise Systems	1
ITAS	1

IC Ticket Report with Category Summary

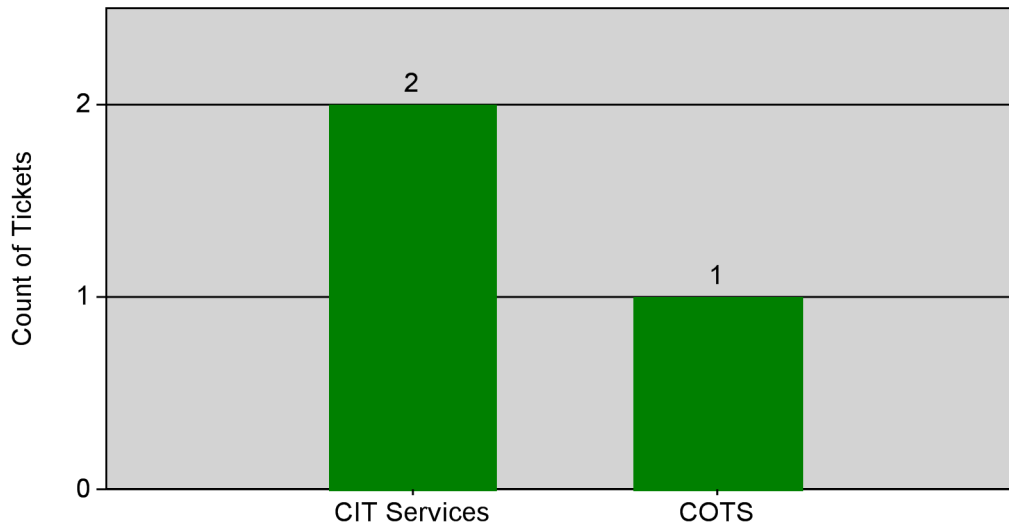


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Tickets By Category Summary



OL	3
CIT Services	2
Accounts	1
Wireless Services	1
COTS	1
Hardware	1

IC Ticket Report with Category Summary

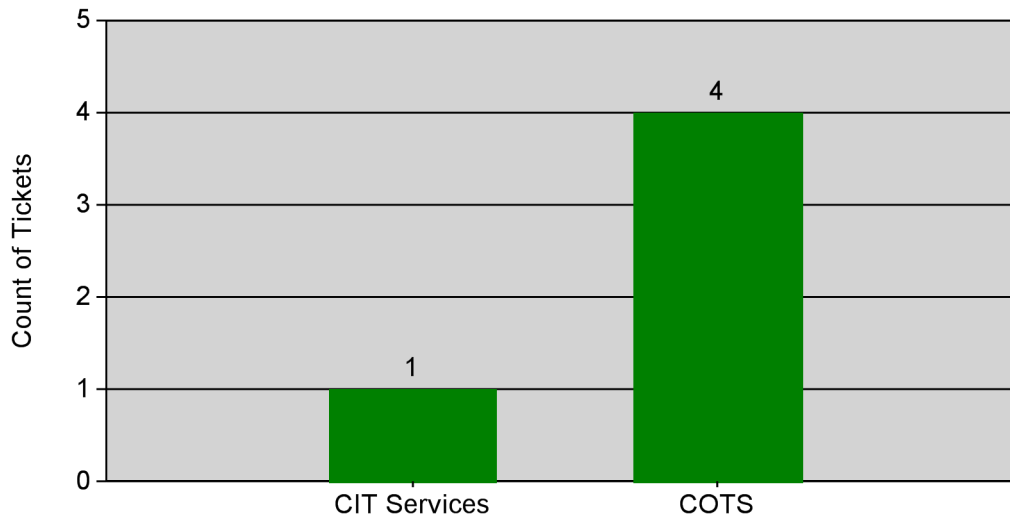


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Tickets By Category Summary



OM	5
CIT Services	1
Connectivity	1
COTS	4
Hardware	4

IC Ticket Report with Category Summary

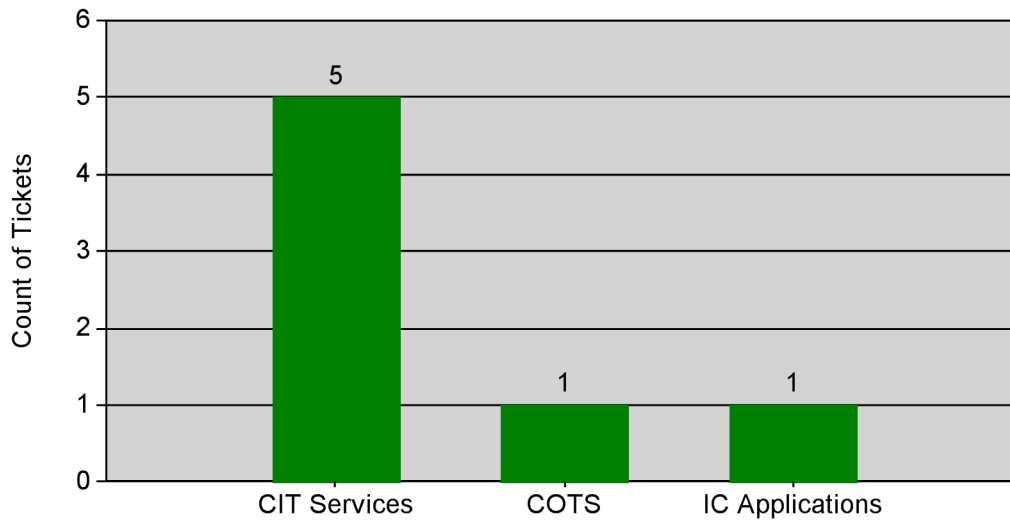


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Tickets By Category Summary



OMH	7
CIT Services	5
Accounts	1
Back Office Support	1
Email	1
General Information	1
Wireless Services	1
COTS	1
Hardware	1
IC Applications	1
Web Site Issue (non-CIT)	1

IC Ticket Report with Category Summary

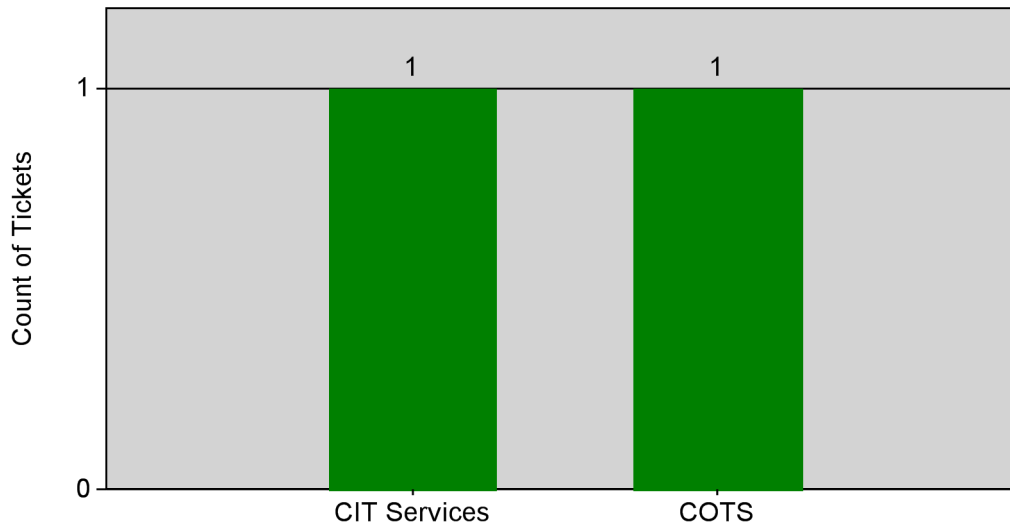


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Tickets By Category Summary



OPE	2
CIT Services	1
Accounts	1
COTS	1
Application Support	1

IC Ticket Report with Category Summary

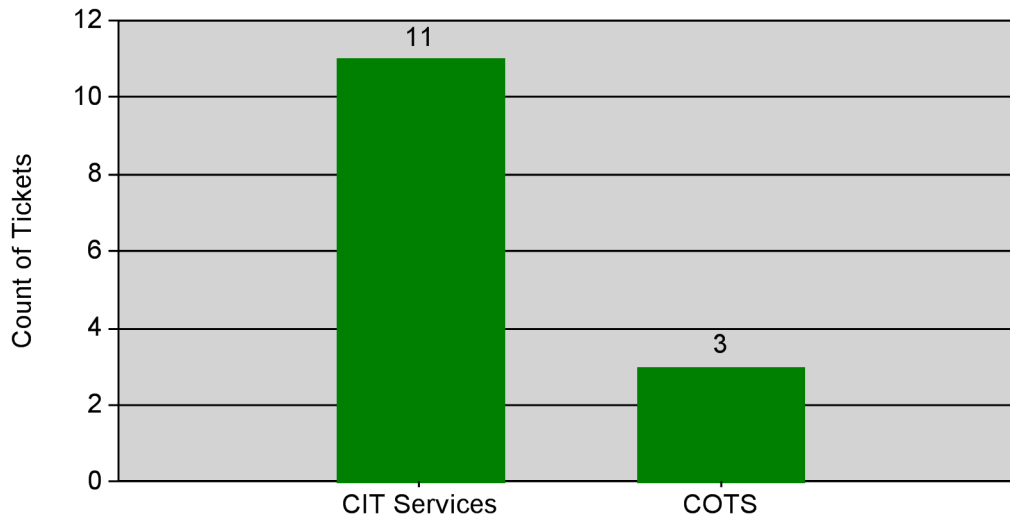


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Tickets By Category Summary



OPR	14
CIT Services	11
Accounts	9
Connectivity	1
Email	1
COTS	3
Application Support	1
Hardware	2

IC Ticket Report with Category Summary

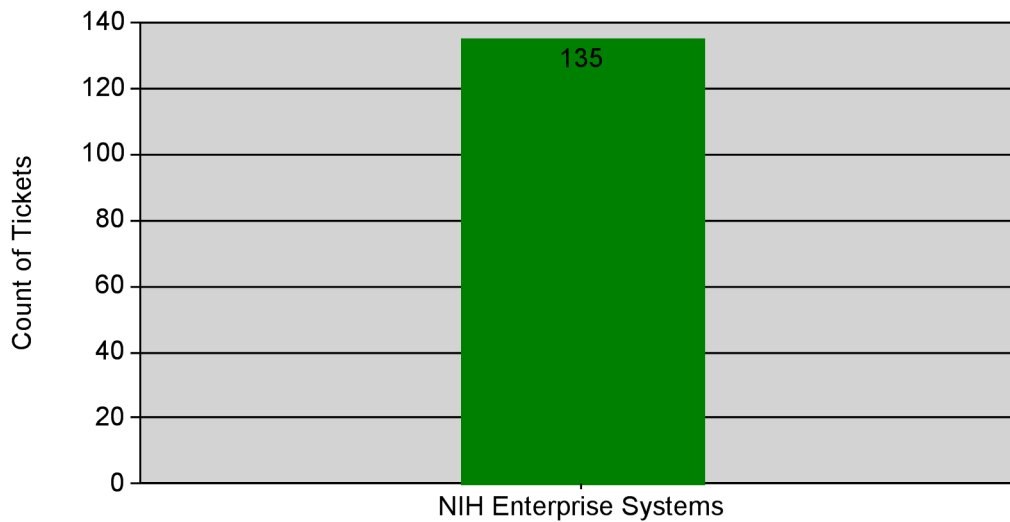


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Tickets By Category Summary



ORA	135
NIH Enterprise Systems	135
ITAS	135

IC Ticket Report with Category Summary

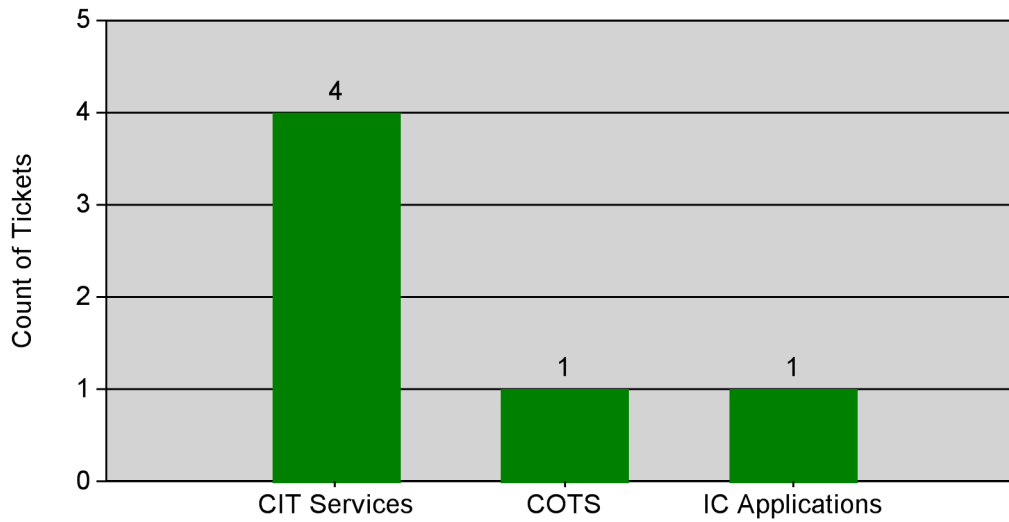


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Tickets By Category Summary



ORHP		6
CIT Services		4
Accounts	3	
Connectivity	1	
COTS		1
Application Support	1	
IC Applications		1
Web Site Issue (non-CIT)	1	

IC Ticket Report with Category Summary

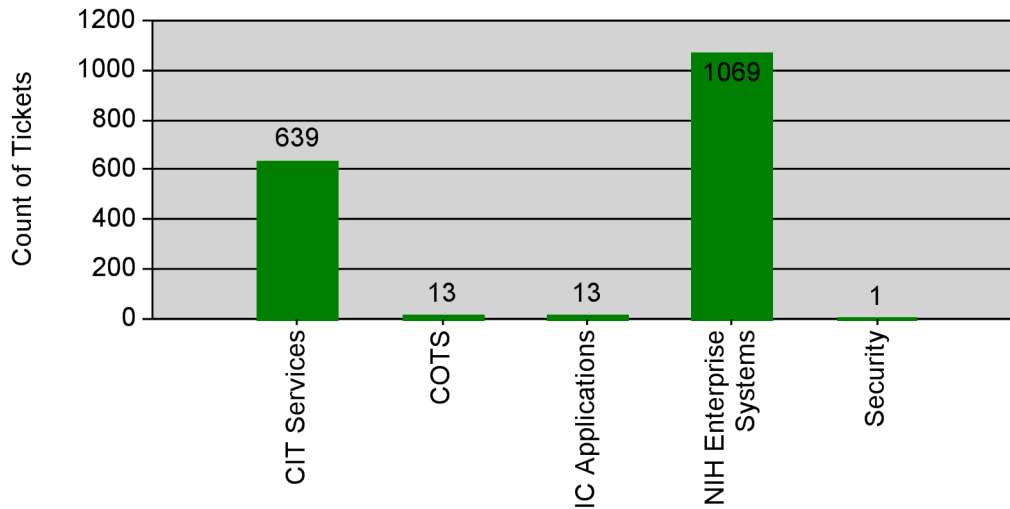


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Tickets By Category Summary



OTHER 1735

CIT Services 639

Accounts	203
Back Office Support	2
CIT Categories	149
CIT Categories-General Information	1
Conference Room Support-Equipment Setup	1
Connectivity	4
Email	149
General Information	113
NIHnet	2
OS/390	1
Pubs	1
Training	4
Video	6
Wireless Services	3

IC Ticket Report with Category Summary



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COTS	13
Application Support	9
Hardware	4
IC Applications	13
E-Grants	1
NIAMS	1
Web Site Issue (non-CIT)	11
NIH Enterprise Systems	1069
ADB	2
Capital HR Func App Suppt	1
eRA-COMMONS	645
eRA-DB	1
eRA-External	383
eRA-Grants Management	8
eRA-IMPAC II	1
eRA-Infrastructure	1
eRA-Partnership Issues	3
eRA-Referral and Review	13
eRA-Reporting	2
ITAS	2
NBS-User Call	4
NED	2
NIH Services	1
Security	1
Security	1

IC Ticket Report with Category Summary

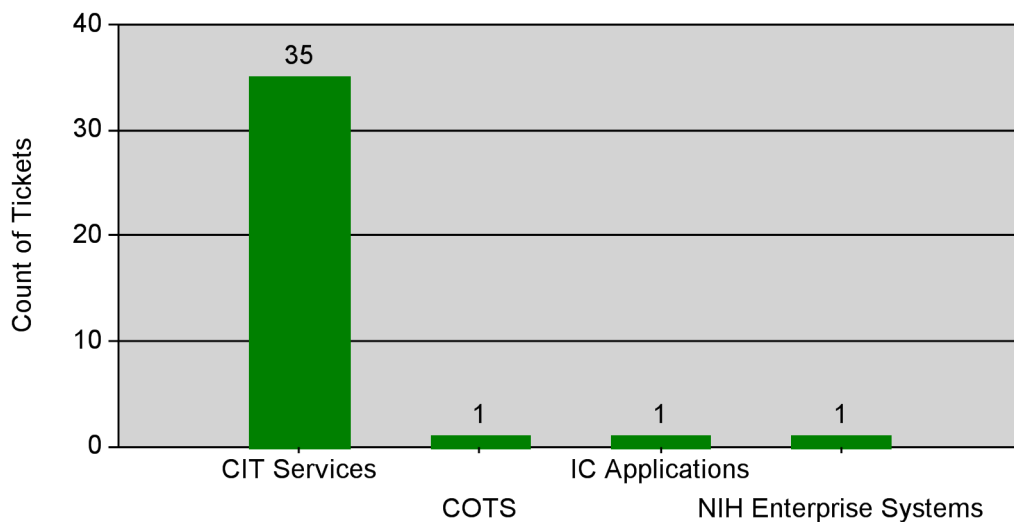


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Tickets By Category Summary



Region	38
CIT Services	35
Accounts	25
Back Office Support	2
Email	5
General Information	2
Wireless Services	1
COTS	1
Hardware	1
IC Applications	1
CC Clinical Applications	1
NIH Enterprise Systems	1
ITAS	1

IC Ticket Report with Category Summary

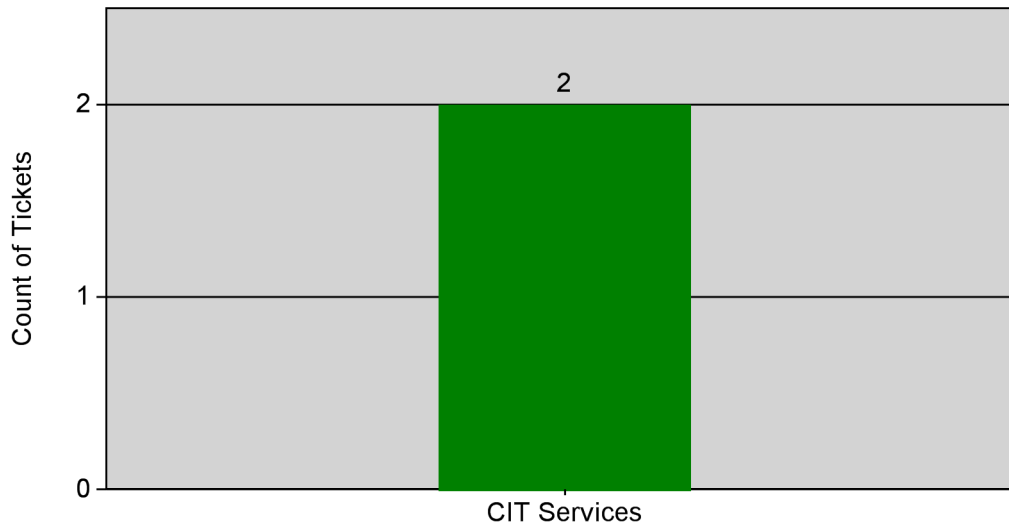


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Tickets By Category Summary



VA	2
CIT Services	2
Accounts	1
Email	1